

# **Shasta County Occupational Outlook 2002 and Training Directory**



***Your One-Stop Source for  
Local Occupational Information***

**1999 - 2000 - 2001**

# Shasta County Occupational Outlook 2002

(1999-2001 data)

A Product of The California Cooperative Occupational Information System (CCOIS)



State of California Employment Development Department (EDD)  
Labor Market Development Division (LMID)  
(On the web at: [www.calmis.ca.gov/](http://www.calmis.ca.gov/))

In Partnership With The Shasta County Private Industry Council (PIC)  
(On the web at: [www.shastapic.com](http://www.shastapic.com), [www.shastasmart.com](http://www.shastasmart.com) and [www.norcalink.com](http://www.norcalink.com))



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In Cooperation With The State of California Occupational  
Information Coordinating Committee (COICC)  
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## Overview

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The occupational information in the **Shasta County Occupational Outlook 2002** was collected through a cooperative partnership between the Shasta County Private Industry Council (PIC) and the Labor Market Information Division (LMID) of the California Employment Development Department (EDD). This state/local partnership, known as the California Cooperative Occupational Information System (CCOIS), was initiated in 1986. This is Shasta County's seventh year of participation.

The goal of this publication is to improve the match between the labor needs of employers and the skills of job seekers by providing current, local occupational information to aid in career decision and employee selection. (You can aid us in achieving this goal and improving future Occupational Outlooks by filling out the CCOIS User Survey Form inserted in this publication and mailing it to the address provided.)

Some key points about the Occupational Outlook 2002:

- Information in the Outlook applies specifically to Shasta County. The 60 occupations summarized were surveyed in 1999, 2000 and 2001 (20 for each year).
- Survey data was collected in each respective year from approximately May 15<sup>th</sup> until October 1<sup>st</sup>.
- Slight format changes have been made to the 1999, 2000 and 2001 summaries that are intended to improve the overall appearance.

The supply and demand statements that are shown for each occupation should be carefully weighed before making any training decisions. Not all occupations included may be suitable for training at this time. Conversely, omission of an occupation from the Outlook 2002 does not imply that training for the occupation is inappropriate. Shasta County's CCOIS project is limited in scope to 20 occupations each year. Different occupations are selected for study in successive years along with re-surveys of warranted occupations.

For those preferring to access this information electronically, the Outlook 2002 is available on the Internet (along with the reports of other local partners throughout the state) at the following website:

[www.calmis.cahwnet.gov/htmlfile/ccois/orr.htm](http://www.calmis.cahwnet.gov/htmlfile/ccois/orr.htm)

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## Uses of this Report

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The information in the Outlook can be used by a variety of organizations and individuals for many different purposes. Some possible uses are:

- **Career Decisions**  
Career counselors and job seekers can make informed occupational choices based on skills, abilities, interests, education and personal needs. The localized information is easy-to-read and includes employer requirements and preferences, wages and benefits, labor supply and demand, and sources for training.
- **Program Planning**  
The Outlook 2002 provides local planners and administrators with employment data, training information, placement data, occupation size, and projected growth rates. Program planners can use this data to evaluate and improve existing programs, plan new programs and eliminate outdated programs.
- **Curriculum Design**  
Training providers can assess and update their curriculum based upon current employer needs and projected occupational trends as indicated in Outlook 2002.
- **Economic Development**  
Government agencies and economic development organizations will find the information on occupational size, expected growth rates, and wages useful in determining the potential for business growth and development in our labor market area.
- **Program Marketing**  
Training providers can more effectively market their programs by informing students, employers, and other interested parties that the chances for job placement are much greater because their training programs are developed using reliable local occupational data.
- **Human Resource Management**  
Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefits, improve recruitment methods, and assess the availability of qualified workers for business expansion and relocation purposes.

# INTRODUCTION

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## Interpreting the Occupational Summaries

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Each occupational summary follows the same basic format as outlined below. Please note the common abbreviations, which are used throughout the publication: words per minute (wpm), years (yrs.) pounds (lbs.), plus (+), minus ( - ), and (&), per hour (/hr.), hours (hrs.), full-time (F/T) , and part-time (P/T). Other acronym abbreviations are explained in the summary.

Also, although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

- **Occupational Title and Definition**

Unless otherwise indicated, the titles and descriptions used for the occupational summaries are from the Occupational Employment Statistics (OES) Dictionary, published by the Bureau of Labor Statistics. Each occupation is identified by its unique six-digit OES code number, which can be found on the page header.

- **Alternate Titles**

These are the most commonly used job titles as reported by employers responding to our survey. At times, alternate job titles may appear to encompass other occupations; however, this is due to variation in job title usage by actual employers

- **Number of Firms Responding**

This indicates the total number of employers answering core/required questions of our survey. (See the Sample CCOIS Questionnaire in the Appendix of Outlook 2002.) For the survey years 1999, 2000, and 2001, the required responses are questions 2, 4, 6, 7, 8, 9, 11, 12, and 14. The number of employers contributing data elements for the benefits tables may be less than the total number of responding firms; the actual number of contributing firms is noted when different.

- **Special Surveys**

Designation as a special survey occurs when the number of employers available to survey is considerably less than the CCOIS guidelines normally acceptable minimum. An occupation's inclusion by this method is used when it exhibits strong career opportunity growth or merits observation for other compelling reasons. Such occupations are pre-cleared with LMID staff for suitability before surveying.

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## Wages and Benefits

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### Hourly Wages

Wage data enables comparison of salary ranges across occupations. Our data does not represent official prevailing wages. Rather, wages are reported as ranges based on information collected from local employers and labor unions. Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

The minimum wage figures used for this report are \$5.75/hr. for 1999 and 2000 and \$6.25/hr. for 2001. Extreme wages are not reported.

Wages in this report are paid by employers participating in the survey for employees at three levels of experience:

- **New Hires/No Experience:** Wages paid to trained or untrained persons, but without prior paid experience in the occupation.
- **New Hires/Experienced:** Wages paid to journey-level or experienced persons just starting at the firm.
- **Persons with three or more years of Experience with Firm:** Wages generally paid to persons with three years of journey-level experience at the firm.

Wage tables reflect both non-union and union employers unless union employment in an occupation (as determined by a percentage of responding firms) is greater than 20% and less than 80%; then separate non-union and union wage tables are used. Non-union wages are always listed first except when union employment in an occupation exceeds 50%. When the majority of employees in an occupation are union members, the union wages are given first.

### Benefits

Benefits data reflect employer responses to eight core employee offerings; these core responses are presented in a table for each occupation. Other benefits offered by employers are summarized in narrative form beneath the table.

### Union/Collective Bargaining

Indicates by actual number of employers who have unionized employees in the occupation (if any), and the percentage of the total number of employees in the occupation who are unionized (if any).

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## **Employment Status and Average Weekly Hours**

Indicates by percentage the number of employees in the occupation as reported by responding employers who are full-time (40 hours per week, unless otherwise indicated), part-time, temporary or on-call, and seasonal. Also reported is the weighted average number of hours worked by these employees in each category.

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## **Employer Requirements**

This section indicates the minimum educational attainment, training, experience, licensing or certification requirements, and skills required by responding employers for the occupation studied.

### **Education**

Indicates by actual number of employers the minimum levels of educational attainment required by responding employers for the occupation. While minimum educational requirements are shown as employers expressed them, these educational requirements are not always essential for the performance of the job. Therefore, because the lack of education will create a barrier to employment with some employers, the employers' educational statements have been included in this report.

### **Training**

Indicates by actual number of employers the minimum levels of occupational-related training in months that are required by responding employers. In some cases employers will allow training to substitute for previous work experience, and it has been noted accordingly.

### **Experience**

Indicates by actual number of employers the minimum levels of direct occupational experience in months that are required by responding employers. In some cases employers will allow experience in related occupations to substitute for previous direct occupational experience, and it has been noted accordingly.

### **License/Certification**

Indicates if there are any licensing or certification requirements for employment in this occupation. Information regarding licensing or certification was obtained from EDD's California Labor Market Information website and from the California Professional and Business License Handbook, 6<sup>th</sup> edition, 1999.

## **Skills- Technical, Physical, Personal, and Basic**

Lists specific skills and personal traits identified as being important to gain entry into the occupation. All skills listed for an occupation were supplied through employer responses, LMID's California Occupational Guides, occupational skills-based software such as: O\*NET, and actual current local job listings from EDD's CalJOBS system.

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## **Supply and Demand**

This section provides information regarding availability, recruitment, and retention of employees. It shows: 1) the difficulty level of finding applicants; 2) the top three recruitment methods used by employers; and 3) the annual employee turnover rate for the occupation.

### **Degree of Difficulty in Finding Applicants**

Responding employers rated the degree of difficulty that they had in finding two types of applicants: (1) those who were fully experienced and qualified, and (2) inexperienced applicants who meet their hiring standards.

The degree of difficulty is defined as follows:

**Very Difficult:** Employer demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. This means that qualified applicants encounter little competition in their job search.

**Moderately Difficult:** Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

**Not Difficult:** Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

### **Recruitment Methods**

Indicates by actual number of employers the primary methods used to recruit applicants.

### **Annual Turnover**

Indicates the percentage of employee turnover in the occupation annually as reported by responding employers. The turnover is calculated



# INTRODUCTION

based on the total number of vacancies employers reported filling due to employees being either promoted or leaving the firm in the past 12 months, divided by the sum of the total number of employees reported in the occupation, less the number of new hires reported by employers in the last 12 months.

## Size of Occupation

This section outlines the size of the occupation, using occupational projections provided by EDD. The gender composition of the occupation is also listed based on responses from employers.

### Size of Occupation

Size of occupation is an estimated range of the number of employees found in the occupation within Shasta County. Year 1999 occupations use projection tables for the period 1995 to 2002. Year 2000 occupations use projection tables for the period 1997 to 2004. Year 2001 occupations use projection tables for the period 1999 to 2006. Accordingly, the scale used to measure occupation size varies for the three survey years and is shown in the following table:

	Small	Medium	Large	Very Large
1999	less than 77	77-153	154-332	333 and over
2000	less than 83	83-165	166-359	360 and over
2001	less than 89	89-178	179-386	387 and over

### Gender

Indicates the percentage of male and female employees in the occupation based on the survey answers from responding employers.

## Where The Jobs Are

This section indicates the major employing industries based on EDD projections for Shasta County and data collected from responding employers that has been standardized using the Standard Industrial Classification Manual (the SIC Manual).

Year 1999 occupations use SIC codes for the period of 1995 through 2002. Year 2000 occupations use SIC codes from projection tables for the period 1997 through 2004. Year 2001 occupations used SIC codes from projection tables 1999 through 2006. The

designation "NEC" indicates industries that are "not elsewhere classified", providing a miscellaneous category.

## Projections

This section indicates the projected annual job growth rates, the actual number of new hires in the last year as reported by responding employers, the projected job openings through growth and separations, and the projected occupation growth reported by responding employers.

### Annual Job Growth Rate

Indicates the expected growth rate factor for each occupation in Shasta County. This comparable change rate is calculated by dividing each occupation's seven-year period growth projection by Shasta County's overall growth projection for that same period. Year 1999 occupations use projections tables for the period 1995 to 2002. Year 2000 occupations use projections tables for the period 1997 to 2004. Year 2001 occupations use projections tables for the period 1999 to 2006. The following table shows the terms that describe the annual job growth rate for each occupation as compared to all occupations in Shasta County as a whole:

Much faster than average growth	1.50 times or more
Faster than average growth	1.10 times
Average growth	.90 times to 1.09 times
Slower than average growth	.01 times to .89 times
Remain Stable	0
Slow decline	Less than zero

### Number of New Hires in the Last Year

Indicates the number of vacancies in this occupation reported filled by responding employers over the last 12 months in four categories: promotions, employees leaving, new positions and temporary hires.

### Projected Job Openings

Indicates the job openings based on E.D.D. projected job openings for Shasta County via growth and separations. Year 1999 occupations use projections tables for the period 1995 to 2002. Year 2000 occupations use projections tables for the period 1997

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to 2004. Year 2001 occupations use projections tables for the period 1999 to 2006.

Job Openings from Growth, estimates the number of net gains from job growth. Net gain equals new jobs created minus jobs lost. Job Openings from Separations is an estimate of the number of job openings expected to occur as a result of workers retiring or leaving the occupation.

### **Employer Projected Occupation Growth**

Indicates by actual number of employers the projected changes in employment for the occupation (either decline, remain stable, or grow) over the next 24 months based on information provided by responding employers.

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### **Other Information**

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- **Computer Skills Requirements**

Indicates by actual number of responding employers, the type of computer skills that are sought from those applying for positions with their firm.

- **Promotional Opportunities**

Indicates by actual number of responding employers who promotes from this occupation to other positions in their firms. If promotions are possible, sample job titles based on employer responses are listed.

# PROGRAM METHODS AND PROCEDURES

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## Methods

The Shasta County Occupational Outlook 2002 is the product of a combined effort between the Private Industry Council (PIC) and EDD's Labor Market Information Division (LMID). PIC and LMID each have specific roles to make this publication possible. Essentially LMID provides the technical support, while the Private Industry Council gathers, analyzes, produces and disseminates the information to the community. This section describes the processes used in creating this product.

### Occupation Selection

PIC staff put together a preliminary list of occupations based upon:

- Occupations having a substantial employment base in Shasta County,
- Indicators that an occupation is in demand by employers or job seekers,
- Occupations clearly defined by the Occupational Employment Statistics (OES) or Dictionary of Occupational Titles (DOT) classification systems,
- Receiving input from local training providers, client case managers, and private sector employers, and
- The anticipated needs of the personnel responsible for welfare-to-work and school-to-career initiative programs.

Annual community meetings are held with attendees representing community-based organizations, county and state government, and local businesses. The attendees review and discuss the preliminary list of occupations and participate in the final selection of the 20 occupations to be surveyed that year. The resulting list is sent to LMID for final approval, and then each occupation is defined using the appropriate OES title and code number or modified DOT code number (if applicable).

### Survey Sample Selection

After the occupations are selected and defined, an initial employer sample is generated for each occupation. LMID staff, using detailed databases of employer information and occupational staffing patterns within industries, selects a representative sample of local employers for each of the occupations.

The initial employer sample is carefully reviewed by PIC survey staff. Employers who are no longer in business or do not employ the occupation under study are deleted from the initial sample and replaced by a more appropriate employer to obtain a final refined sample of 40 employers (or as many as can be found for each occupation if less than 40). A minimum goal of 15 responding employers for each occupation is desired. However, if the sample is exhausted and fewer than 15 employers ultimately respond, a lesser number may be allowed.

### Questionnaire Development

A standard, uniform questionnaire developed by LMID is used for all occupations. The sample questionnaire that has been used for each of the three survey years, is included in the Appendix.

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## Survey Procedures

PIC uses the following survey procedures to collect CCOIS data:

- Employers in the final sample are called to verify: the company name and address, that the firm employs the occupation under study, and the name of the appropriate contact person. A description of the occupation is given and survey participation is encouraged. Some employers may choose to complete the survey over the phone at that time. Employers reporting they do not employ the occupation(s) for which they are selected are eliminated from the survey for that year. Employers refusing to participate at that time are also noted.
- Cover letters and questionnaires are mailed or faxed to employers listed in the final sample. Employers not responding to the mailing are contacted by phone and/or fax and encouraged to mail back the questionnaires, to complete them by telephone or return them by fax.
- The returned questionnaires are reviewed by PIC survey staff and the LMID Research Analyst to monitor for accuracy and completeness. Employers are contacted to clarify inconsistencies and to complete partial responses to meet our final response goals.
- If an insufficient number of responses are obtained from the final sample, additional employers with employment in the occupation are identified from other sources and contacted.
- In addition to local employers, PIC staff also solicits information from labor unions, training providers, and temporary agencies to obtain a complete overview of the occupations studied.

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### Tabulation and Results

Private Industry Council staff enters the individual survey responses into a database and blended tabulations are produced. The data is analyzed and reviewed by both the PIC and LMID staff, and the PIC staff write the final report.

The product is the Shasta County Occupational Outlook 2002, which provides occupational summaries for each job title and a listing of available Shasta County training providers. Each occupational summary provides information on: wages, benefits, levels of education, training, work experience required by employers, important skills, a local labor supply and demand assessment, employment trends and additional information.

Specific employer information obtained during the survey is held in strict confidence, affording safety and anonymity to each participating employer.

Confidential destruction of project data occurs on a rotating schedule.

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### Acknowledgements

Projects like the **Shasta County Occupational Outlook 2002** require a team effort. Together, all of the people and groups listed below combined forces to help create the best source of labor market information possible. I would like to express my gratitude to the many individuals and organizations that helped bring this year's Outlook to fruition.

Gratitude is extended to the following partners in this effort:

Thanks to the employers of Shasta County for their time responding to the survey. I am grateful to the educators, union representatives, professional associations, and other resource people who were contacted for their information and expertise. Thanks to the community members who attended our meetings and provided guidance and information in the selection of this years survey occupations.

I am thankful to the following groups for their continuing support and encouragement: The Shasta County Private Industry Council Board of Directors and the newly appointed Private Industry Council Executive Director Anna Brassart.

There are also many individuals to whom we are deeply indebted to for their continuing guidance, wisdom and support. EDD/LMID Research Analyst Joseph Perrin, who provided extensive edits and analysis to this report and always answered my many questions with patience, to the newly appointed PIC Deputy Director Jim Simpson, who filled in as my on-site supervisor during the process of constructing this book and whose sense of humor helped get me through those stressful deadlines, to EDD/LMID Labor Market Consultant Kathy Porter, who always has the most intelligent suggestions whenever there was a problem, and a very special thanks to the P.I.C. I.T. Project Specialist Pat Valine, our graphics specialist, for her production design technical updates of the summaries (so that we could make this Occupational Outlook 2002 easier to read) and for converting this information into PDF format. I want to express my thanks to Bill Allen, and the other local partners, who were always willing to help either by phone or by email.

I also want to thank the production team at Page's for their assistance in printing this Outlook the way we envisioned.

To maximize the use of this information, please feel free to contact me at the Private Industry Council, (530) 245-1570.

Marilyn S. Warmington  
CCOIS Coordinator  
December 20, 2001

# Amusement and Recreation Attendants

Alternative Titles: Activities Assistants, Casino Workers, Counter Cashiers, Front Desk Attendants, Instructors, Pro-Shop Starters, Pro Assistants, Tour Guides

OES Code: 680140

## Description

Amusement and Recreation Attendants perform a variety of duties at amusement or recreation facilities. They schedule the use of recreation facilities and allocate equipment to participants of sporting events or recreational pursuits, collect fees for games played, set pins, prepare billiard tables, provide caddying and other services for golfers, and operate carnival rides and amusement concessions.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75 - \$6.57	\$5.75
New Hires, Experience	\$5.75 - \$8.00	\$5.88
3+ Years Experience w/Firm	\$5.75 - \$9.00	\$7.00

### Benefits

(Note: 15 employers responded to this survey question.)

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	20 %	13 %	0 %	40 %
Dental	7 %	7 %	7 %	53 %
Vision	0 %	7 %	0 %	67 %
Life Insurance	0 %	0 %	7 %	67 %
Sick Leave	20 %	0 %	0 %	53 %
Vacation	33 %	0 %	0 %	40 %
Retirement Plan	7 %	0 %	0 %	67 %
Child Care	7 %	0 %	0 %	67 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	13 %	7 %	0 %	53 %
Dental	0 %	7 %	0 %	67 %
Vision	0 %	0 %	0 %	73 %
Life Insurance	0 %	0 %	0 %	73 %
Sick Leave	0 %	0 %	0 %	73 %
Vacation	7 %	0 %	0 %	67 %
Retirement Plan	0 %	7 %	0 %	67 %
Child Care	7 %	0 %	0 %	67 %

Other employee benefits that may be offered include: commissions, tips and salary bonuses; discounts on facility memberships; and free use of the facility and/or equipment.

### Union/Collective Bargaining

None. 16 out of 16 responding employers report their employees in this occupation are non-union.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	1%	30
Full-Time (35 hrs. or more)	15%	40
Part-Time	66%	25
Temporary/On-Call	1%	17
Seasonal	17%	30

## Employer Requirements

### Education

12 out of 16 responding employers require a high school diploma or equivalent. 4 out of 16 responding employers accept less than a high school education (mainly students working part-time while still attending school).

### Training

13 out of 16 responding employers do not require employees to have any training prior to employment. However, 2 out of 16 responding employers require and 1 out of 16 responding employers prefer that employees have an average of 8 months training (essentially basic knowledge of specific sports depending on the nature of the business). 5 out of 7 responding employers will allow an average of 5 months training to be substituted for previous work experience.

### Experience

0 out of 16 responding employers require and 7 out of 16 responding employers prefer an average of 12 months experience in this occupation. 4 out of 6 responding employers will allow an average of 5 months experience in related fields (sales, cashier, customer service) to be substituted for previous experience.

### License/Certification

None. Depending on the nature of the business, employers may request their employees be certified in CPR, First Aid and/or Lifesaving, or that employees hold a pro certification in the activity.

### Technical Skills

- Creativity and resourcefulness
- Ability to plan individual activities
- Ability to motivate others

# Amusement and Recreation Attendants

16 Firms Responding Representing 175 Employees

- Ability to work with children and adults
- Cash handling and ability to use a cash register

## Physical Skills

- Good health and physical stamina
- Ability to stand continuously for 2 or more hours

## Personal or Other Skills

- Ability to work independently
- Organizational and planning abilities
- Customer service

## Basic Skills

- Ability to read and follow directions
- Ability to write legibly
- Good oral communication
- Basic math

Employees may also work with neighborhood groups, conduct activities and teach classes, including activities for the aging and/or disabled.

## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Not Applicable
- Inexperienced Applicants: Moderately Difficult (2.6 on a scale of 4).

### Recruitment Methods

13 out of 15 employers responding to this question hire new employees based on referrals from current employees. 8 out of 15 employers responding to this question hire based on the response to newspaper advertisements and by accepting walk-in applicants.

### Annual Turnover

Employers responding to the survey report a 9.8% annual turnover rate.

## Size of Occupation

### Size of Occupation

- 215-282 employees (large)

### Gender

- 42% Male, 58% Female.

## Where The Jobs Are

### The major employing industries include:

- Amusement and recreation facilities, and
- Membership sports and recreation clubs.

## Projections

### Annual Job Growth Rate

- 1.37 times the average (faster than average)

### Number of New Hires in the Last Year: 53

- Promotions: 2
- Employees Leaving: 15
- New Positions: 2
- Temporary: 34

### Projected Job Openings (Through 2002)

- Job Openings from Growth: 60 positions
- Job Openings from Separations: 70 positions

### Employer Projected Occupation Growth

14 out of 16 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 2 out of 16 employers project their employment in this occupation will grow over the next 24 months.

## Other Information

### Promotional Opportunities

9 out of 16 employers promote from this occupation to other positions, such as:

- Assistant to Manager,
- Assistant Manager,
- Manager,
- Supervisor, and
- Positions in Administration.

# Assemblers and Fabricators – Except Machine, Electrical, and Precision

Alternative Titles: Assembly Workers, Bundlers, Cabinet Makers, Door Assemblers, Finishers, Metal Fabricators, Production Associates, Production Workers, Set-Up Laborers, Shop Technicians, Truss Fabricators

OES Code: 939560

## Description

Assemblers and Fabricators (except Machine, Electrical, Electronic and Precision) in this category assemble and/or fit together parts to form complete units or subassemblies at a bench, conveyer line, or on the floor. Their work may involve the use of hand tools, power tools and special equipment in order to carry out fitting and assembly operations. Includes assemblers whose duties are of a non-precision nature. Does not include electrical, electronic, machine and precision assemblers, and workers who perform specialized operations exclusively as a part of assembly operations, such as riveting, welding, soldering, machining, or sawing.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75-\$ 7.28	\$6.50
New Hires, Experience	\$6.00-\$ 9.00	\$7.14
3+ Years Experience w/Firm	\$7.00-\$12.00	\$8.50

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	69 %	19 %	0 %	13 %
Dental	19 %	19 %	0 %	63 %
Vision	19 %	6 %	0 %	75 %
Life Insurance	31 %	6 %	6 %	56 %
Sick Leave	56 %	6 %	0 %	38 %
Vacation	88 %	13 %	0 %	0 %
Retirement Plan	25 %	44 %	0 %	31 %
Child Care	0 %	0 %	0 %	100 %

Other employee benefits that may be offered include: 401(k) retirement plans; IRA plans; profit sharing; paid holidays; 7 personal days off.

### Union/Collective Bargaining

None. 16 out of 16 employers responding to the survey report their employees in this occupation are non-union.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	94%	41
Part-Time	3%	21
Temporary/On-Call	0%	0
Seasonal	3%	40

## Employer Requirements

### Education

9 out of 16 responding employers require a high school diploma or equivalent. 7 out of 16 responding employers accept less than a high school education.

### Training

11 out of 16 responding employers require no training prior to employment. 3 out of 16 responding employers require and 2 out of 16 responding employers prefer that employees have an average of 6 months training. 4 out of 7 responding employers will allow an average of 5 months training to substitute for previous work experience.

### Experience

1 out of 16 responding employers require and 6 out of 16 responding employers prefer an average of 12 months experience in this occupation. 3 out of 7 responding employers will allow an average of 10 months experience in related fields (molding, carpentry, industrial sewing) to substitute for previous experience.

### License/Certification

None.

### Technical Skills

- Use and knowledge of hand and power tools
- Ability to use forklift or other job equipment
- Safety knowledge of the job

### Physical Skills

- Ability to lift at least 50 pounds repeatedly
- Ability to stand, stoop, lift and walk
- Good hand and eye coordination
- Ability to work rapidly

# Assemblers and Fabricators – Except Machine, Electrical, and Precision

16 Firms Responding Representing 254 Employees

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## Personal or Other Skills

- Willingness to work with others
- Ability to work independently
- Mechanical aptitude

## Basic Skills

- Able to read and follow instructions
- Able to write legibly
- Basic math

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## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (4.0 on a scale of 4).
- Inexperienced Applicants: Not Difficult (1.8 on a scale of 4).

### Recruitment Methods

13 out of 16 responding employers hire new employees based on referrals from current employees and by accepting walk-in applicants. 8 out of 16 responding employers staff through job orders placed with the Employment Development Department.

### Annual Turnover

Employers responding to the survey report a 23.0% annual turnover rate.

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## Size of Occupation

### Size of Occupation

- 210-350 employees (large).

### Gender

- 69% Male, 31% Female.

---

## Where The Jobs Are

### The major employing industries include:

- Partitions and fixtures,
- Sawmills and planing mills,
- Miscellaneous nonmetallic mineral products,
- Millwork, plywood and structural members,
- Medical instruments and supplies,
- Motor vehicles, parts and supplies,

- Machinery, equipment and supplies,
- Motor vehicles and equipment, and
- Lumber and other building materials.

---

## Projections

### Annual Job Growth Rate

- 4.19 times the average (much faster than average).

### Number of New Hires in the Last Year:

• Promotions:	21
• Employees Leaving:	31
• New Positions:	28
• Temporary:	9

### Projected Job Openings (Through 2004)

- Job Openings from Growth: 140 positions
- Job Openings from Separations: 30 positions

### Employer Projected Occupation Growth

10 out of 16 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 5 out of 16 employers project their employment in this occupation will grow over the next 24 months. 1 out of 16 employers project their employment in this occupation will decline over the next 24 months.

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## Other Information

### Promotional Opportunities

13 out of 16 employers promote from this occupation to other positions, such as:

- Lead Worker,
- Foreperson,
- Supervisor,
- Production Manager, and
- Department Manager.



# Automotive Body and Related Repairers

Alternative Titles: Body and Paint Mechanics, Body and Paint Technicians, Auto Body Technicians

OES Code: 853050

## Description

Automotive Body and Related Repairers repair, repaint and refinish automotive vehicle bodies, straighten vehicle frames and replace damaged vehicle glass.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75 - \$ 8.00	\$ 6.00
New Hires, Experience	\$5.75 - \$12.50	\$ 9.59
3+ Years Experience w/Firm	\$8.00 - \$19.50	\$15.00

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	33 %	7 %	0 %	60 %
Dental	13 %	7 %	0 %	80 %
Vision	0 %	7 %	0 %	93 %
Life Insurance	20 %	0 %	0 %	80 %
Sick Leave	7 %	0 %	0 %	93 %
Vacation	53 %	7 %	0 %	40 %
Retirement Plan	7 %	7 %	0 %	87 %
Child Care	0 %	0 %	0 %	100 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	0 %	0 %	7 %	13 %
Dental	0 %	0 %	7 %	13 %
Vision	0 %	0 %	7 %	13 %
Life Insurance	0 %	0 %	7 %	13 %
Sick Leave	0 %	0 %	0 %	20 %
Vacation	7 %	7 %	0 %	7 %
Retirement Plan	0 %	0 %	0 %	20 %
Child Care	0 %	0 %	0 %	20 %

Other employee benefits that may be offered include: performance bonuses. Experienced employees may receive commissions or a bonus based on a percentage of the job order.

### Union/Collective Bargaining

None. 15 out of 15 employers responding to the survey report their employees in this occupation are non-union.

### Employment Status and Average Weekly Hours

	% of Employees	Weekly Hours
Full-Time	94%	40
Part-Time	4%	26
Temporary/On-Call	1%	32
Seasonal	0%	0

## Employer Requirements

### Education

7 out of 15 responding employers require a high school diploma or equivalent. 7 out of 15 responding employers accept less than a high school education. 1 out of 15 responding employers requires a two-year associate degree.

### Training

9 out of 15 responding employers either require (5 out of 15) or prefer (4 out of 15) employees have an average of 18 months training. 5 out of 14 responding employers allow an average of 10 months training to be substituted for previous work experience.

Training programs are offered through community colleges, regional occupational programs and trade schools. Employers may require training in general shop, metal work, and metal forming and auto body repair. Many employees pick up skills informally through on-the-job experience. Employers may require employees have their own hand tools.

### Experience

14 out of 15 responding employers either require (2 out of 15) or prefer (12 out of 15) an average of 29 months experience in this occupation. 7 out of 14 responding employers will allow an average of 28 months experience in related fields (repair work) to be substituted for previous experience.

### License/Certification

None. However, knowledge or certification in welding and the use of a cutting torch is a major plus in this occupation.

### Technical Skills

- Ability to determine the appropriate repair methods
- Knowledge of vehicle construction
- Knowledge of repair techniques for all vehicles
- Understand metric measurements
- Knowledge of air/power tools
- Knowledge of proper repair compounds
- Ability to work with metal and paints
- Customized painting

# Automotive Body and Related Repairers

15 Firms Responding Representing 90 Employees

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## Physical Skills

- Ability to work in cramped or awkward positions
- Ability to lift, climb, stoop, stand and walk

## Personal or Other Skills

- Ability to work independently
- Ability to work with close supervision
- Awareness of safety procedures
- Ability to work under pressure
- Ability to perform precision work

## Basic Skills

- Ability to think logically with common sense
- Ability to read and follow directions
- Ability to follow oral instructions
- Basic math
- Customer service

Employers expect employees to keep current on new industry products such as paints, primers, filler compounds, fiberglass, plastics and solders.

---

## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.50 on a scale of 4)
- Inexperienced Applicants: Moderately Difficult (2.83 on a scale of 4)

### Recruitment Methods

10 out of 15 employers responding to this question hire new employees based on referrals from current employees and response to newspaper advertisements. 9 out of 15 employers responding to this question hire by accepting walk-in applicants.

### Annual Turnover

Employers responding to the survey report a 13.6% annual turnover rate.

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## Size of Occupation

### Size of Occupation

- 90-110 employees (medium)

### Gender

- 92% Male, 8% Female

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## Where The Jobs Are

### The major employing industries include:

- Top and body repair and paint shops,
- New and used car dealers, and
- General automotive repair shops.

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## Projections

### Annual Job Growth Rate

- 1.08 times the average (average)

### Number of New Hires in the Last Year: 15

- Promotions: 1
- Employees Leaving: 11
- New Positions: 2
- Temporary: 1

### Projected Job Openings (Through 2002)

- Job Openings from Growth: 20 positions
- Job Openings from Separations: 20 positions

### Employer Projected Occupation Growth

10 out of 15 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 5 out of 15 employers project their employment in this occupation will grow over the next 24 months.

---

## Other Information

### Promotional Opportunities

6 out of 15 employers promote from this occupation to other positions, such as:

- Lead Painter,
- Auto Body Repair Technician,
- Journey-Level Painter, and
- Estimator.

# Automotive Mechanics

Alternative Titles: Alignment Specialists, Automotive Technicians, Brake Specialists, Installers, Parts Mechanics, Re-Builders, Remove and Replace Installers, Technicians

OES Code: 853020

## Description

Automotive Mechanics adjust, repair, and overhaul automotive vehicles. They may be designated according to specialties, such as Brake Repairers, Transmission Mechanics, or Front End Mechanics. Does not include Auto Body Repairers, Bus and Truck Mechanics, Diesel Engine Specialists, and Electrical Systems Specialists.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$6.00-\$ 8.75	\$ 8.00
New Hires, Experience	\$6.50-\$20.00	\$11.99
3+ Years Experience w/Firm	\$7.75-\$20.00	\$15.00

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	60 %	27 %	0 %	13 %
Dental	40 %	20 %	0 %	40 %
Vision	20 %	7 %	0 %	73 %
Life Insurance	27 %	20 %	7 %	47 %
Sick Leave	53 %	0 %	0 %	47 %
Vacation	87 %	0 %	0 %	13 %
Retirement Plan	47 %	20 %	13 %	20 %
Child Care	0 %	0 %	7 %	93 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	0 %	7 %	0 %	13 %
Dental	0 %	7 %	0 %	13 %
Vision	0 %	7 %	0 %	13 %
Life Insurance	0 %	7 %	0 %	13 %
Sick Leave	7 %	0 %	0 %	13 %
Vacation	13 %	0 %	0 %	7 %
Retirement Plan	7 %	7 %	0 %	7 %
Child Care	0 %	0 %	0 %	20 %

Other employee benefits that may be offered include: 401(k) retirement plans.

### Union/Collective Bargaining

Yes, 1 out of 15 employers responding to the survey report their employees in this occupation are unionized, representing 1% of the workforce.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	93%	40
Part-Time	7%	30
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

9 out of 15 responding employers require a high school diploma or equivalent, although 5 out of 15 responding employers will accept less than a high school education. 1 out of 15 responding employers requires an associate degree.

### Training

7 out of 15 responding employers require and 4 out of 15 responding employers prefer that employees have an average of 15 months training prior to employment. 6 out of 14 responding employers will allow an average of 13 months training to be substituted for previous work experience.

### Experience

12 out of 15 responding employers require and 2 out of 15 responding employers prefer an average of 22 months experience in this occupation. 1 out of 13 responding employers allows an average of 6 months experience in related fields (auto lube, repair person) to be substituted for previous experience.

### License/Certification

Employees in this occupation who inspect, test and repair vehicle emissions control systems in accordance with the Smog Check program are required to have an Inspection/Maintenance Qualified Smog Check Technician License from the Bureau of Automotive Repair (State of California Department of Consumers Affairs). To obtain this license, applicants must pass an examination, complete required training and/or have qualifying experience, have ASE certification and update their training as required.

# Automotive Mechanics

15 Firms Responding Representing 138 Employees

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## Technical Skills

- Knowledge of repairs for all vehicles
- Ability to use Auto Diagnostic Computerized System
- Able to determine the appropriate repair methods
- Knowledge and ability to use hand and power tools

## Physical Skills

- Ability to work in cramped or awkward positions
- Ability to lift, climb, stoop, stand, and walk during shift hours

## Personal or Other Skills

- Able to work independently
- Able to work with close supervision
- Ability to work under pressure
- Able to perform precision work
- Knowledge of safety procedures
- Customer service

## Basic Skills

- Ability to read and follow directions
- Ability to follow oral instructions
- Basic math skills

---

## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.92 on a scale of 4).
- Inexperienced Applicants: Moderately Difficult (2.0 on a scale of 4).

### Recruitment Methods

14 out of 15 employers responding to this question hire new employees based on referrals from current employees. 11 out of 15 employers responding to this question staff by accepting walk-in applicants. 6 out of 15 employers responding to this question hire based on the response to newspaper advertisements.

### Annual Turnover

Employers responding to the survey report a 27.9% annual turnover rate.

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## Size of Occupation

### Size of Occupation

- 460-520 employees (very large).

### Gender

- 100% Male, 0% Female.

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## Where The Jobs Are

### The major employing industries include:

- Automotive repair shops,
- New and used car dealers, and
- Automotive and home supply stores.

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## Projections

### Annual Job Growth Rate

- 0.82 times the average (slower than average).

### Number of New Hires in the Last Year: 45

- Promotions: 2
- Employees Leaving: 34
- New Positions: 9
- Temporary: 0

### Projected Job Openings (Through 2004)

- Job Openings from Growth: 60 positions
- Job Openings from Separations: 80 positions

### Employer Projected Occupation Growth

12 out of 15 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 3 out of 15 employers project their employment will grow over the next 24 months.

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## Other Information

### Promotional Opportunities

8 out of 15 employers promote from this occupation to other positions, such as:

- Advanced Technician,
- Assistant Service Manager, and
- Service Advisor.

# Bakers – Bread and Pastry

Alternative Titles: Dessert Baker, Head Baker, Baker Assistants, Apprentice Baker

OES Code: 650210

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## Description

Bread and Pastry Bakers mix and bake ingredients according to recipes to produce breads, pastries, and other baked goods. They produce goods in smaller quantities for consumption on premises or for sale as specialty baked goods.

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## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$6.25-\$9.25	\$6.75
New Hires, Experience	\$6.25-\$9.50	\$7.25
3+ Years Experience w/Firm	\$7.50-\$13.50	\$10.00

Benefits:	Full-Time		Part-Time	
	Employer Pays All	Share Cost	Employer Pays All	Share Cost
Medical	7 %	33 %	7 %	13 %
Dental	7 %	27 %	7 %	7 %
Vision	13 %	20 %	7 %	7 %
Life Insurance	7 %	27 %	0 %	7 %
Sick Leave	27 %	7 %	13 %	0 %
Vacation	33 %	7 %	13 %	0 %
Retirement Plan	20 %	13 %	7 %	13 %
Child Care	0 %	0 %	0 %	0 %

Other employee benefits that may be offered include: 401(k) retirement plans.

### Union/Collective Bargaining

Yes. 1 out of 15 responding employers report their employees in this occupation are union.

### Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	35%	40
Part-Time	65%	27
Temporary/On-Call	0%	0
Seasonal	0%	0

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## Employer Requirements

### Education

9 out of 15 responding employers require a high school diploma or equivalent. 6 out of 15 responding employers accept less than a high school education.

### Training

5 out of 10 responding employers accept an average of 11 months training prior to employment. Only 2 out of 15 responding employers prefer that employees have an average of 14 months of vocational training. 13 out of 15 responding employers do not require any vocational training prior to employment.

### Experience

5 out of 15 responding employers require and 5 out of 15 responding employers prefer an average of 17 months experience in this occupation. 6 out of 10 responding employers will allow an average of 15 months experience in related fields to be substituted for previous experience.

### License/Certification

None

### Technical Skills

- Mastery of baking equipment
- Pastry making and
- Pastry decorating

### Physical Skills

- Pass a pre-employment medical exam
- Ability to stand continuously for 2 or more hours
- Ability to lift at least 25 pounds repeatedly

### Personal or Other Skills

- Willingness to work with close supervision
- Ability to work independently
- Ability to work under pressure

### Basic Skills

- Able to read and follow instructions
- Able to write legibly
- Oral Communication
- Basic math

---

## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.0 on a scale of 4).
- Inexperienced Applicants: Moderately Difficult (2.6 on a scale of 4).

# Bakers – Bread and Pastry

15 Firms Responding Representing 86 Employees

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## Recruitment Methods

10 out of 15 responding employers hire new employees either through walk-in applicants or through responses to a help-wanted poster. 9 out of 15 employers hire new staff through newspaper ads. 6 out of 15 employers hire new employees either based on in-house promotions or transfers or through employee referrals.

## Annual Turnover

Employers responding to the survey report an 11.7% annual turnover rate.

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## Size of Occupation

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### Size of Occupation

- 130 – 140 (medium)

### Gender

- 41 % Male, 59 % Female.

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## Where The Jobs Are

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### The major employing industries include:

- Grocery Stores, and
- Eating and Drinking Places.

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## Projections

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### Annual Job Growth Rate

- 0.55 (slower than average).

### Number of New Hires in the Last Year: 18

- Promotions: 0
- Employees Leaving: 9
- New Positions: 9
- Temporary: 0

### Projected Job Openings (Through 2006)

- Job Openings from Growth: 10 positions
- Job Openings from Separations: 30 positions

## Employer Projected Occupation Growth

9 out of 15 employers responding to this question project their employment in this occupation will remain stable over the next 24 months.

6 out of 15 employers project growth over the next 24 months. None of the 15 responding employers project that their employment in this occupation will decline over the next 24 months.

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## Other Information

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### Computer Software Skills

Employers indicate that the need for computer skills in this occupation is limited.

### Promotional Opportunities

11 out of 15 employers promote from this occupation to other positions, such as:

- Bakery Manager,
- Kitchen Manager, and
- Supervisor.

# Bartenders

Alternative Titles: Mixologists

OES Code: 650050

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## Description

Bartenders mix and serve alcoholic and non-alcoholic drinks to patrons of bars following standard recipes.

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## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75 - \$6.00	\$5.75
New Hires, Experience	\$5.75 - \$6.50	\$5.75
3+ Years Experience w/Firm	\$5.75 - \$7.00	\$6.00

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	13 %	19 %	6 %	31 %
Dental	13 %	19 %	6 %	31 %
Vision	0 %	6 %	6 %	56 %
Life Insurance	6 %	6 %	0 %	56 %
Sick Leave	13 %	6 %	0 %	50 %
Vacation	25 %	6 %	0 %	38 %
Retirement Plan	6 %	6 %	6 %	50 %
Child Care	0 %	0 %	0 %	69 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	0 %	0 %	0 %	81 %
Dental	0 %	0 %	0 %	81 %
Vision	0 %	0 %	0 %	81 %
Life Insurance	0 %	0 %	0 %	81 %
Sick Leave	0 %	0 %	0 %	81 %
Vacation	0 %	0 %	0 %	81 %
Retirement Plan	0 %	0 %	0 %	81 %
Child Care	0 %	0 %	0 %	81 %

Other employee benefits that may be offered include: earning tips and incentive bonuses; and the option to work additional hours.

### Union/Collective Bargaining

None. 16 out of 16 employers responding to the survey report their employees in this occupation are non-union.

### Employment Status and Average Weekly Hours

	% of Employees	Weekly Hours
Full-Time (under 35 hrs.)	3%	30
Full-Time (35 hrs. or more)	26%	38
Part-Time	64%	21
Temporary/On-Call	5%	8
Seasonal	3%	34

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## Employer Requirements

### Education

10 out of 16 responding employers require a high school diploma or equivalent. 6 out of 16 responding employers accept less than a high school education.

### Training

14 out of 16 responding employers do not require employees to have any training prior to employment. However, 2 out of 16 responding employers either require (1 out of 16) or prefer (1 out of 16) that employees have an average of 2 months training. 6 out of 13 responding employers allow an average of 2 months training to be substituted for previous work experience.

### Experience

13 out of 16 responding employers either require (1 out of 16) or prefer (12 out of 16) an average of 15 months experience in this occupation. 6 out of 13 responding employers will allow an average of 13 months experience in related fields (food service, cocktail service) to be substituted for previous experience.

### License/Certification

None. However, employees must be of legal drinking age (21 years old) and employers will require proof of age.

### Technical Skills

- Ability to follow purchasing procedures
- Cash handling and ability to use cash register
- Inventory control techniques
- Knowledge of drink recipes

### Physical Skills

- Ability to stand continuously for 2 or more hours
- Ability to lift at least 50 pounds repeatedly

### Personal or Other Skills

- Good memory skills
- Ability to deal effectively with difficult people
- Ability to work independently
- Ability to work under pressure
- Good people skills
- Listening skills

# Bartenders

16 Firms Responding Representing 66 Employees

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## Basic Skills

- Ability to read and follow directions
- Ability to follow oral instructions
- Oral communication
- Basic math

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## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (4.00 on a scale of 4)
- Inexperienced Applicants: Moderately Difficult (2.79 on a scale of 4)

### Recruitment Methods

13 out of 15 employers responding to this question hire new employees based on referrals from current employees. 12 out of 15 employers responding to this question hire by accepting walk-in applicants. 6 out of 15 employers responding to this question hire based on the response to newspaper advertisements.

### Annual Turnover

Employers responding to the survey report a 36.4% annual turnover rate.

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## Size of Occupation

### Size of Occupation

- 200-210 employees (large)

### Gender

- 42% Male, 58% Female

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## Where The Jobs Are

### The major employing industries include:

- Drinking places,
- Eating places,
- Civic and social associations, and
- Hotels and motels.

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## Projections

### Annual Job Growth Rate

- 0.24 times the average (slower than average)

### Number of New Hires in the Last Year: 24

- Promotions: 5
- Employees Leaving: 19
- New Positions: 0
- Temporary: 0

### Projected Job Openings (Through 2002)

- Job Openings from Growth: 10 positions
- Job Openings from Separations: 50 positions

### Employer Projected Occupation Growth

13 out of 16 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 3 out of 16 employers project their employment in this occupation will grow over the next 24 months.

---

## Other Information

### Promotional Opportunities

8 out of 16 employers promote from this occupation to other positions, such as:

- Head Bartender, and
- Bar Manager.



# Bill and Account Collectors

Alternative Titles: Credit/Collections Clerks, Billing Clerks, Account Representative, Collector and Collection Agents, Patient Account Representatives, Accounts Receivable Clerks

OES Code: 535080

## Description

Bill and Account Collectors locate and notify customers of delinquent accounts by mail, telephone or personal visit to solicit payment. Their duties include receiving payment and posting amounts to customer's account; sending statements to the credit department if the customer fails to respond, initiating repossession proceedings or service disconnection, and keeping records of collection and status of accounts. This description does not include collectors of money from coin boxes.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$6.00 - \$ 9.59	\$7.27
New Hires, Experience	\$7.00 - \$ 9.59	\$8.00
3+ Years Experience w/Firm	\$7.96 - \$12.50	\$9.78

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	60 %	27 %	7 %	7 %
Dental	33 %	13 %	0 %	53 %
Vision	27 %	7 %	7 %	60 %
Life Insurance	53 %	7 %	0 %	40 %
Sick Leave	87 %	0 %	0 %	13 %
Vacation	100 %	0 %	0 %	0 %
Retirement Plan	40 %	27 %	27 %	7 %
Child Care	0 %	0 %	7 %	93 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	0 %	0 %	0 %	27 %
Dental	0 %	0 %	0 %	27 %
Vision	0 %	0 %	0 %	27 %
Life Insurance	0 %	0 %	0 %	27 %
Sick Leave	13 %	0 %	0 %	13 %
Vacation	13 %	0 %	0 %	13 %
Retirement Plan	7 %	0 %	0 %	20 %
Child Care	0 %	0 %	0 %	27 %

Other employee benefits that may be offered include: 401(k) retirement plans; cafeteria benefit plans; paid holidays; and performance related bonuses.

### Union/Collective Bargaining

None. 15 out of 15 employers responding to the survey report their employees in this occupation are non-union.

## Employment Status and Average Weekly Hours

	% of Employees	Weekly Hours
Full-Time	65%	40
Part-Time	35%	16
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

14 out of 15 responding employers require at least a high school diploma or equivalent. 2 out of 15 responding employers require a two-year associate degree. 1 out of 15 responding employers accepts less than a high school education.

### Training

13 out of 15 responding employers do not require employees to have any training prior to employment. However, 2 out of 15 responding employers prefer employees have an average of 8 months training. 4 out of 11 responding employers allow an average of 8 months training to be substituted for previous work experience.

### Experience

11 out of 15 responding employers either require (2 out of 15) or prefer (9 out of 15) an average of 20 months experience in this occupation. 7 out of 11 responding employers will allow an average of 16 months experience in related fields (medical billing, accounting) to be substituted for previous experience.

### License/Certification

None.

### Technical Skills

- Ability to use a computer or accounting system
- Ability to write effectively
- Ability to communicate with difficult people
- Telephone etiquette
- Maintain detailed records
- Knowledge of collection laws

### Physical Skills

- Ability to sit for prolonged periods

# Bill and Account Collectors

15 Firms Responding Representing 60 Employees

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## Personal or Other Skills

- Ability to work independently
- Ability to work flexible hours
- Ability to handle crisis situations
- Ability to work under pressure
- Ability to pay attention to detail

## Basic Skills

- Ability to write legibly
- Oral communication
- Basic math

Employers prefer some knowledge of accounting, computers, word processing and math. Employees must be able to speak and write well. They also need to be persistent, patient, be able to maintain detailed records and have good negotiation skills to handle stressful situations since they may deal with angry clients.

---

## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.00 on a scale of 4)
- Inexperienced Applicants: Moderately Difficult (2.25 on a scale of 4)

### Recruitment Methods

9 out of 14 employers responding to this question hire new employees based on the response to newspaper advertisements. 7 out of 14 employers responding to this question hire by accepting walk-in applicants and through job orders placed with private employment agencies.

### Annual Turnover

Employers responding to the survey report a 15.8% annual turnover rate.

---

## Size of Occupation

### Size of Occupation

- 50-70 employees (small)

### Gender

- 10% Male, 90% Female

---

## Where The Jobs Are

### The major employing industries include:

- Adjustment and collection services,
- Home health care services, and
- Help supply services (employment agencies).

---

## Projections

### Annual Job Growth Rate

- 1.94 times the average (much faster than average)

### Number of New Hires in the Last Year: 13

- Promotions: 2
- Employees Leaving: 7
- New Positions: 3
- Temporary: 1

### Projected Job Openings (Through 2002)

- Job Openings from Growth: 20 positions
- Job Openings from Separations: 0 positions

### Employer Projected Occupation Growth

11 out of 15 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 4 out of 15 employers project their employment in this occupation will grow over the next 24 months.

---

## Other Information

### Promotional Opportunities

8 out of 15 employers promote from this occupation to other positions, such as:

- AP Clerk,
- Administration Liaison,
- Collection Supervisor,
- Regional Staff,
- Office Manager, and
- General Manager.

# Bookkeeping, Accounting and Auditing Clerks, including Bookkeepers

Alternative Titles: Accounting Specialists, Bookkeeper, Accounting Clerk, Revenue Auditors.

OES Code: 553380

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## Description

Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers, compute, classify and record numerical data to keep sets of financial records complete. They perform any combination of routine calculating, posting and verifying duties to obtain primary financial data for use in maintaining accounting records. They may also check the accuracy of figures, calculations and postings pertaining to business transactions recorded by other workers. Does not include individuals whose primary duty is operating special office machines.

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## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$6.25-\$9.25	\$8.00
New Hires, Experience	\$7.00-\$13.69	\$9.06
3+ Years Experience w/Firm	\$8.00-\$16.00	\$12.50

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	53 %	33 %	0 %	0 %
Dental	27 %	13 %	7 %	40 %
Vision	13 %	13 %	7 %	53 %
Life Insurance	73 %	7 %	0 %	7 %
Sick Leave	67 %	0 %	0 %	20 %
Vacation	80 %	0 %	0 %	7 %
Retirement Plan	53 %	13 %	7 %	13 %
Child Care	7 %	0 %	7 %	73 %

Other employee benefits that may be offered include: Cafeteria plan; employer may pay for continuing education.

### Union/Collective Bargaining

None. 15 out of 15 responding employers report their employees in this occupation are non-union.

### Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	81%	40
Part-Time	19%	35
Temporary/On-Call	0%	0
Seasonal	0%	0

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## Employer Requirements

### Education

12 out of 15 responding employers require a high school diploma or equivalent. 1 out of 15 responding employers accept less than a high school education. Only 2 out of 15 prefer an Associate Degree and none require a Bachelor Degree.

### Training

5 out of 14 responding employers will accept an average of 10 months of training. 6 out of 15 responding employers require and 2 out of 15 employers prefer that employees have an average of 12 months training prior to employment.

### Experience

11 out of 15 responding employers require and 3 out of 15 responding employers prefer an average of 15 months experience in this occupation. 6 out of 15 responding employers will allow an average of 13 months experience in related fields such as: banking or sales to substitute for previous experience.

### License/Certification

None.

### Technical Skills

- Accounting
- Ability to conduct an audit
- Bookkeeping
- Ability to operate 10-key by touch
- Payroll processing
- Bondable
- Ability to use spreadsheet software
- Ability to use database software
- Telephone answering
- Ability to write effectively

### Physical Skills

- Ability to sit continuously for 2 or more hours

# Bookkeeping, Accounting and Auditing Clerks, including Bookkeepers

15 Firms Responding Representing 53 Employees

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## Personal or Other Skills

- Willingness to work under close supervision
- Ability to work independently
- Ability to perform routine, repetitive work
- Ability to pay attention to detail
- Public contact

## Basic Skills

- Basic math
- Able to read and follow instructions
- Able to write legibly
- Oral communication

---

## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.9 on a scale of 4).
- Inexperienced Applicants: Moderately Difficult (2.0 on a scale of 4).

### Recruitment Methods

12 out of 15 responding employers hire new employees either based on ads placed in the newspaper or employee referrals. 7 out of 15 responding employers find new employees through walk-in applicants.

### Annual Turnover

Employers responding to the survey report a 26% annual turnover rate.

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## Size of Occupation

### Size of Occupation

- 1210 – 1240 (very large).

### Gender

- 2% Male, 98% Female.

---

## Where The Jobs Are

### The major employing industries include:

- Elementary and Secondary Schools,
- Residential Building Construction, and
- Accounting, Auditing and Bookkeeping.

---

## Projections

### Annual Job Growth Rate

- 0.18 times the average (slower than average).

### Number of New Hires in the Last Year: 20

- Promotions: 6
- Employees Leaving: 7
- New Positions: 3
- Temporary: 4

### Projected Job Openings (Through 2006)

- Job Openings from Growth: 30 positions
- Job Openings from Separations: 160 positions

### Employer Projected Occupation Growth

14 out of 15 responding employers project their employment in this occupation will remain stable over the next 24 months. 1 out of 15 employers project growth over the next 24 months. None of the 15 responding employers project their employment in this occupation will decline over the next 24 months.

---

## Other Information

### Computer Software Skills

14 of the responding employers seek word processing and spreadsheet skills in applicants. 4 of the responding employers state that they are looking for database management and other computer skills such as Bookkeeping Pro.

### Promotional Opportunities

6 out of 15 employers promote from this occupation to other positions, such as:

- Head Bookkeeper,
- Department Supervisor, and
- Senior Accounting Specialist

# Bus Drivers - School

Alternative Titles: Motor Pool Drivers, School Bus Drivers

OES Code: 971110

## Description

School Bus Drivers transport students between pick-up points and school. They maintain order during the trip and adhere to safety rules when loading and unloading pupils.

## Wages and Benefits

### Hourly Wages (Union)

	Range	Median
New Hires, No Experience	\$8.91-\$10.88	\$ 9.43
New Hires, Experience	\$9.21-\$11.37	\$10.31
3+ Years Experience w/Firm	\$9.21-\$13.70	\$11.84

### Hourly Wages (Non-Union)

	Range	Median
New Hires, No Experience	\$ 9.73-\$ 9.73	\$ 9.73
New Hires, Experience	\$10.22-\$10.89	\$10.59
3+ Years Experience w/Firm	\$10.69-\$13.02	\$12.39

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	53 %	12 %	0 %	0 %
Dental	59 %	6 %	0 %	0 %
Vision	59 %	6 %	0 %	0 %
Life Insurance	35 %	6 %	6 %	18 %
Sick Leave	59 %	6 %	0 %	0 %
Vacation	53 %	6 %	0 %	6 %
Retirement Plan	12 %	53 %	0 %	0 %
Child Care	0 %	0 %	0 %	65 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	41 %	41 %	0 %	6 %
Dental	41 %	41 %	0 %	6 %
Vision	41 %	41 %	0 %	6 %
Life Insurance	35 %	18 %	6 %	29 %
Sick Leave	59 %	6 %	0 %	24 %
Vacation	41 %	0 %	0 %	47 %
Retirement Plan	18 %	41 %	6 %	24 %
Child Care	0 %	0 %	0 %	88 %

Other employee benefits that may be offered include: income protection plan; PERS retirement plan.

### Union/Collective Bargaining

Yes, 13 out of 17 employers responding to the survey report their employees in this occupation are unionized, representing 76% of the workforce.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	55 %	39
Part-Time	30 %	24
Temporary/On-Call	6 %	14
Seasonal	10 %	24

## Employer Requirements

### Education

16 out of 17 responding employers require a high school diploma or equivalent, although 1 out of 17 responding employers will accept less than a high school education.

### Training

13 out of 17 responding employers require employees have an average of 2 months training prior to employment. 3 out of 12 responding employers will allow an average of 8 months training to be substituted for previous work experience.

### Experience

6 out of 17 responding employers require and 6 out of 17 responding employers prefer an average of 8 months experience in this occupation. 2 out of 12 responding employers will allow an average of 12 months experience in related fields (truck or delivery driver, other bus driving) to be substituted for previous experience.

### License/Certification

Employees are required to obtain a commercial driving license from the Department of Motor Vehicles. The process involves a medical exam and tests of vision, knowledge of the law and driving performance. Employees are also encouraged to have first aid certification.

### Technical Skills

- First aid certification
- Knowledge of minor equipment repair

### Physical Skills

- Able to drive a bus and manage manual shifting

### Personal or Other Skills

- Good communicating skills
- Ability to manage large groups of children

# Bus Drivers - School

17 Firms Responding Representing 125 Employees

- Ability to work under pressure
- Ability to handle emergency situations
- Knowledge of safety procedures

## Basic Skills

- Ability to listen
- Good visual senses
- Ability to read and follow directions
- Ability to write legibly
- Ability to think and react logically

---

## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.67 on a scale of 4).
- Inexperienced Applicants: Very Difficult (3.30 on a scale of 4).

### Recruitment Methods

14 out of 17 employers responding to this question hire new employees based on response to newspaper advertisements. 11 out of 17 employers responding to this question hire based on referrals from current employees. 9 out of 17 employers responding to this question hire through in-house promotions and transfers.

### Annual Turnover

Employers responding to the survey report a 10.6% annual turnover rate.

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## Size of Occupation

### Size of Occupation

- 260-270 employees (large).

### Gender

- 40% Male, 60% Female.

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## Where The Jobs Are

### The major employing industries include:

- Elementary and secondary schools.

---

## Projections

### Annual Job Growth Rate

- 0.24 times the average (slower than average).

### Number of New Hires in the Last Year: 16

- Promotions: 4
- Employees Leaving: 9
- New Positions: 2
- Temporary: 1

### Projected Job Openings (Through 2004)

- Job Openings from Growth: 10 positions
- Job Openings from Separations: 30 positions

### Employer Projected Occupation Growth

15 out of 17 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 2 out of 17 employers project their employment in this occupation will grow over the next 24 months.

---

## Other Information

### Promotional Opportunities

8 out of 17 employers promote from this occupation to other positions, such as:

- Lead Bus Driver,
- Mechanic, and
- Transportation Supervisor.

# Cashiers

Alternative Titles: Checkers, Counter Sales Representatives, Register Operators, Sales Associates, Selling Agents, Selling Specialists, Service Clerks

OES Code: 490230

## Description

Cashiers receive and disburse cash payments, handle credit transactions, make change, issue receipts, and balance the tender drawer in a variety of establishments. Their work usually involves the use of adding machines, cash registers, and change makers.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75-\$8.25	\$6.25
New Hires, Experience	\$5.75-\$8.00	\$6.50
3+ Years Experience w/Firm	\$6.00-\$9.00	\$7.50

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	21 %	26 %	0 %	37 %
Dental	16 %	26 %	0 %	42 %
Vision	11 %	16 %	0 %	58 %
Life Insurance	16 %	11 %	16 %	42 %
Sick Leave	42 %	0 %	0 %	42 %
Vacation	53 %	5 %	0 %	26 %
Retirement Plan	11 %	32 %	5 %	37 %
Child Care	0 %	0 %	5 %	79 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	11 %	16 %	0 %	58 %
Dental	11 %	11 %	0 %	63 %
Vision	11 %	5 %	0 %	68 %
Life Insurance	11 %	0 %	0 %	74 %
Sick Leave	16 %	0 %	0 %	68 %
Vacation	26 %	0 %	0 %	58 %
Retirement Plan	11 %	16 %	0 %	58 %
Child Care	0 %	0 %	5 %	79 %

Other employee benefits that may be offered include: 401(k) retirement plans, profit sharing; paid holidays; and benefits after 1 year of employment.

### Union/Collective Bargaining

None. 19 out of 19 employers responding to the survey report their employees in this occupation are non-union.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	6%	32
Full-Time (35 hrs. or more)	57%	38
Part-Time	31%	21
Temporary/On-Call	6%	20
Seasonal	0%	0

## Employer Requirements

### Education

13 out of 19 responding employers require a high school diploma or equivalent. However, 6 out of 19 responding employers will accept less than a high school education.

### Training

17 out of 19 responding employers do not require employees to have training prior to employment. However, 1 out of 19 responding employers requires and 1 out of 19 employers prefer an average of 5 months training. 6 out of 10 responding employers will allow an average of 4 months training to be substituted for previous work experience.

### Experience

9 out of 19 responding employers do not require any experience in this occupation. However, 2 out of 19 responding employers require and 8 out of 19 responding employers prefer an average of 7 months previous experience in this occupation. 6 out of 10 responding employers will allow an average of 5 months experience in related fields (customer service, fast food, retail clerk) to be substituted for previous experience.

### License/Certification

None.

### Technical Skills

- Ability to operate cash registers and make change
- Ability to balance the cash drawer
- Money management skills
- Knowledge of merchandise

# Cashiers

19 Firms Responding Representing 360 Employees

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## Physical Skills

- Ability to stand, stoop, walk, climb up to 2 hours at a time
- Ability to lift heavy objects

## Personal or Other Skills

- Ability to work independently
- Ability to work with close supervision
- Ability to work under pressure
- Organizational skills
- Customer service
- Meet employers' grooming standards
- Dependable, reliable and honest

## Basic Skills

- Ability to read and follow directions and instructions
- Ability to write legibly
- Basic math

---

## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.0 on a scale of 4).
- Inexperienced Applicants: Moderately Difficult (2.18 on a scale of 4).

### Recruitment Methods

16 out of 19 employers responding to this question hire new employees by accepting walk-in applicants.  
12 out of 19 employers responding to this question hire based on response to newspaper advertisements.  
10 out of 19 employers responding to this question hire based on referrals from current employees.

### Annual Turnover

Employers responding to the survey report a 30.2% annual turnover rate.

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## Size of Occupation

### Size of Occupation

- 1730-2040 employees (very large).

### Gender

- 23% Male, 77% Female.

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## Where The Jobs Are

### The major employing industries include:

- Grocery stores,
- Gasoline service stations,
- Department stores,
- Drug stores and proprietary stores,
- Eating and drinking places, and
- Miscellaneous amusement and recreations services.

---

## Projections

### Annual Job Growth Rate

- 1.12 times the average (faster than average).

### Number of New Hires in the Last Year: 129

- |                      |    |
|----------------------|----|
| • Promotions:        | 16 |
| • Employees Leaving: | 84 |
| • New Positions:     | 29 |
| • Temporary:         | 0  |

### Projected Job Openings (Through 2004)

- Job Openings from Growth: 310 positions
- Job Openings from Separations: 650 positions

### Employer Projected Occupation Growth

15 out of 19 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 4 out of 19 employers project their employment in this occupation will grow over the next 24 months.

---

## Other Information

### Promotional Opportunities

14 out of 19 employers promote from this occupation to other positions, such as:

- Lead Checker,
- Shift Assistant,
- Inventory Clerk,
- Merchandising Assistant,
- Department Supervisor,
- Assistant Manager, and
- Customer Service Manager.



# Child Care Workers

Alternative Titles: Child Care Providers, Child Care Technicians, Child Care Assistants, Day Care/Pre-School Teachers, Direct Care Staff

OES Code: 680380

## Description

Child Care Workers attend children at school, businesses and institutions performing a variety of tasks, such as dressing, feeding, bathing, and overseeing play. This description does not include workers whose primary function is to teach in a structured setting.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75-\$8.00	\$6.00
New Hires, Experience	\$5.75-\$8.20	\$6.63
3+ Years Experience w/Firm	\$6.13-\$9.50	\$7.90

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	47 %	7 %	0 %	40 %
Dental	33 %	7 %	13 %	40 %
Vision	40 %	0 %	7 %	47 %
Life Insurance	47 %	0 %	0 %	47 %
Sick Leave	60 %	0 %	0 %	33 %
Vacation	80 %	0 %	0 %	13 %
Retirement Plan	7 %	20 %	7 %	60 %
Child Care	7 %	20 %	0 %	67 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	0 %	7 %	7 %	67 %
Dental	0 %	7 %	7 %	67 %
Vision	7 %	0 %	7 %	67 %
Life Insurance	7 %	0 %	7 %	67 %
Sick Leave	13 %	0 %	0 %	67 %
Vacation	33 %	0 %	0 %	47 %
Retirement Plan	7 %	0 %	0 %	73 %
Child Care	7 %	20 %	0 %	53 %

Other employee benefits that may be offered include: receiving free meals; and earning days-off as a bonus.

### Union/Collective Bargaining

Yes, 2 out of 16 responding employers report their employees in this occupation are unionized, representing 4% of the workforce.

### Employment Status and Average Weekly Hours

	% of Employees	Weekly Hours
Full-Time (under 35 hrs.)	2%	30
Full-Time (35 hrs. or more)	49%	41
Part-Time	43%	23
Temporary/On-Call	6%	11
Seasonal	0%	0

## Employer Requirements

### Education

15 out of 16 responding employers require at least a high school diploma or equivalent. 2 out of 16 responding employers require a two-year associate degree. 1 out of 15 responding employers accepts less than a high school education.

### Training

8 out of 16 responding employers require and 3 out of 16 employers prefer employees to have an average of 12 months training, specifically in early childhood education. 11 out of 14 responding employers allow an average of 8 months training to substitute for previous work experience.

### Experience

1 out of 16 responding employers require and 13 out of 16 employers prefer an average of 12 months experience in this occupation. 6 out of 14 responding employers will allow an average of 16 months experience in related fields (teacher's aide, instructional aide) to substitute for previous experience.

### License/Certification

Licensing regulations from the California Department of Social Services include a thorough health screening, a criminal record clearance, and fingerprinting. Applicants must be 18 years of age and have previous experience in childcare. Applicants may also be required to possess an early childhood education certificate and a CPR and/or First Aid certification. Child care workers can receive a Children's Center Instructional Permit, issued by the California Commission on Teacher Credentialing, following 24 hours of early childhood education courses and 16 hours toward a bachelor degree. Due to a shortage of teachers in the field, emergency instructional permits may be granted to child care workers who have completed 12 hours of early childhood education courses, and who have a minimum of two years children's center experience.

### Technical Skills

- Assist in the care, supervision and learning activities of children

# Child Care Workers

16 Firms Responding Representing 268 Employees

- Knowledge of early childhood education or be certified
- CPR and First Aid certified

## Physical Skills

- Must pass a health screening and chest x-ray

## Personal or Other Skills

- Ability to interact with children, parents and staff
- Understanding of a variety of cultures
- Ability to handle crisis situations
- Possession of a clean police record
- Ability to work independently
- Ability to work under pressure
- Ability to exercise patience

## Basic Skills

- Ability to read and follow directions
- Ability to write legibly
- Oral communications

Employers look for knowledge in early childhood development, knowledge of child guidance principles and practices and the ability to work harmoniously with children, parents and staff members.

## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.00 on a scale of 4)
- Inexperienced Applicants: Moderately Difficult (2.86 on a scale of 4)

### Recruitment Methods

11 out of 16 responding employers hire new employees based on the response to newspaper advertisements. 8 out of 16 responding employers hire through in-house promotions and transfers and through referrals from current employees.

### Annual Turnover

Employers responding to the survey report a 22.9% annual turnover rate.

## Size of Occupation

### Size of Occupation

- 140-230 employees (large)

## Gender

- 21% Male, 79% Female

## Where The Jobs Are

### The major employing industries include:

- Elementary schools,
- Residential care,
- Child day care services,
- Civic and social associations, and
- Religious organizations.

## Projections

### Annual Job Growth Rate

- 3.12 times the average (much faster than average)

### Number of New Hires in the Last Year: 94

- Promotions: 13
- Employees Leaving: 43
- New Positions: 23
- Temporary: 15

### Projected Job Openings (Through 2002)

- Job Openings from Growth: 90 positions
- Job Openings from Separations: 10 positions

### Employer Projected Occupation Growth

11 out of 16 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 5 out of 16 employers project their employment in this occupation will grow over the next 24 months.

## Other Information

### Promotional Opportunities

14 out of 16 employers promote from this occupation to other positions, such as:

- Associate Teacher,
- Head Teacher,
- Weekend Supervisor,
- Program Manager or Facility Manager, and
- Assistant Director.

# Computer Programmers, including Aides

Alternative Titles: Programmer Analyst, Systems Analyst, Junior Programmer

OES Code: 251051

## Description

Computer Programmers, including Aides convert symbolic statements of administrative data, business, scientific, engineering, and other technical problem formulations into detailed logical flow charts for coding into computer language. They develop and write computer programs to store, locate, and retrieve specific documents, data, and information.

## Wages and Benefits

### Hourly Wages (Non-Union)

	Range	Median
New Hires, No Experience	\$6.75-\$13.90	\$10.33
New Hires, Experience	\$10.00-\$16.78	\$10.00
3+ Years Experience w/Firm	\$12.00-\$23.97	\$18.00

### Hourly Wages (Union)

	Range	Median
New Hires, No Experience	\$15.09-\$16.70	\$15.90
New Hires, Experience	\$14.34-\$17.54	\$17.32
3+ Years Experience w/Firm	\$16.63-\$22.28	\$19.44

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	33 %	47 %	7 %	13 %
Dental	27 %	33 %	7 %	33 %
Vision	27 %	13 %	7 %	53 %
Life Insurance	53 %	13 %	7 %	27 %
Sick Leave	53 %	7 %	0 %	40 %
Vacation	73 %	7 %	7 %	13 %
Retirement Plan	33 %	27 %	7 %	33 %
Child Care	0 %	0 %	0 %	100 %

Other employee benefits that may be offered include: paid holidays and a long-term disability plan.

### Union/Collective Bargaining

Yes, 4 out of 15 responding employers report that the employees in this occupation are unionized, representing 46% of the workforce.

### Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	94%	40
Part-Time	2%	20
Temporary/On-Call	4%	10
Seasonal	0%	0

## Employer Requirements

### Education

7 out of 15 responding employers require a high school diploma or equivalent. 3 out of 15 responding employers require an Associate Degree. 5 out of 15 responding employers require a Bachelor Degree (in computer or information science, mathematics, or management information systems).

### Training

9 out of 15 responding employers will accept an average of 15 months of training as a substitute for prior experience. 8 out of 15 responding employers require and 3 out of 15 responding employers prefer an average of 26 months of technical or vocational training prior to employment.

### Experience

11 out of 15 responding employers require, and 4 out of 15 responding employers prefer an average of 16 months experience in this occupation. 14 out of 15 responding employers will not accept experience in any other occupation.

### License/Certification

No licenses are required, however certification is available from community colleges and vocational schools.

### Technical Skills

- Knowledge of computer hardware and operating systems
- Ability to use computer programming and operating languages
- Ability to write computer programs for business purposes
- Ability to update and repair existing programs
- Ability to use logic and analysis to improve product efficiency and effectiveness
- Ability to organize and structure multiple bits of information.

### Physical Skills

- Ability to perform precision work

# Computer Programmers, including Aides

15 Firms Representing 52 Employees

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## Personal or Other Skills

- Ability to work as a team member
- Ability to work independently
- Ability to work under pressure

## Basic Skills

- Ability to think logically
- Basic math
- Ability to read and follow instructions
- Oral communications

---

## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.73 on a scale of 4).
- Inexperienced Applicants: Moderately Difficult (2.75 on a scale of 4).

### Recruitment Methods

9 out of 15 employers and 8 out of 15 employers hire new employees based on job listings accessible by Internet and in the newspaper, respectively. 6 out of 15 employers responding to this question hire recent graduates from Colleges and Universities.

### Annual Turnover

Employers responding to the survey report an 18.8% annual turnover rate.

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## Size of Occupation

### Size Of Occupation

- Not available

### Gender

- 85% Male, 15% Female.

---

## Where The Jobs Are

### The major employing industries include:

- Computer and data processing services,
- Personnel supply services,
- Engineering and architectural services,
- Federal, state, and local government, and
- Elementary and secondary schools.

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## Projections

### Annual Job Growth Rate

- Not available

### Number of New Hires in the Last Year: 15

- Promotions: 5
- Employees Leaving: 4
- New Positions: 4
- Temporary: 2

### Projected Job Openings (Through 2006)

- Job Openings from Growth: Not available
- Job Openings from Separations: Not available

### Employer Projected Occupation Growth

7 out of 15 responding employers project that their employment in this occupation will remain stable over the next 24 months. 7 out of 15 responding employers project their employment in this occupation will grow over the next 24 months. 1 out of 15 responding employers project their employment in this occupation will decline over the next 24 months.

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## Other Information

### Computer Software Skills

13 responding employers require proficiency in word processing and spreadsheet use; 14 employers noted database management is useful. Due to the complex nature of computer programming, 13 employers also listed other computer skills such as: HTML, Internet, Visual Basic, Visual C++, Java and JavaScript, GIS Applications, and Architectural Desktop.

### Promotional Opportunities

10 out of 15 employers promote from this occupation to other positions, such as:

- Senior Programmer,
- IT Manager,
- Project Manager or,
- Manager.

# Construction Managers

Alternative Titles: Construction Supervisors, Estimators, Forepersons, Laborer Forepersons, Program Managers, Project Managers

OES Code: 150170

## Description

Construction Managers plan, organize, direct, control, or coordinate, usually through subordinate supervisory personnel, activities concerned with the construction and maintenance of structures, facilities, and systems, including specialized construction fields, such as carpentry or plumbing. Does not include general managers of large contracting firms.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	Not Applicable	
New Hires, Experience	\$12.00-\$31.64	\$20.00
3+ Years Experience w/Firm	\$17.50-\$41.00	\$22.00

NOTE: 15 out of 15 responding employers do not hire employees in this occupation without previous experience.

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	73 %	7 %	0 %	20 %
Dental	60 %	0 %	0 %	40 %
Vision	27 %	0 %	0 %	73 %
Life Insurance	47 %	0 %	0 %	53 %
Sick Leave	47 %	0 %	0 %	53 %
Vacation	73 %	0 %	0 %	27 %
Retirement Plan	53 %	13 %	0 %	33 %
Child Care	0 %	0 %	0 %	100 %

Other employee benefits that may be offered include: profit sharing; and ESOP retirement plans.

### Union/Collective Bargaining

Yes, 2 out of 15 employers responding to the survey report their employees in this occupation are unionized, representing 14% of the workforce.

### Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	89%	44
Part-Time	0%	0
Temporary/On-Call	0%	0
Seasonal	11%	40

## Employer Requirements

### Education

13 out of 15 responding employers require at very least a high school diploma or equivalent. 4 out of 15 responding employers require a two-year associate degree and 2 out of 15 responding employers require a bachelor degree. However, 2 out of 15 responding employers will hire employees in this occupation with less than high school education.

### Training

10 out of 15 responding employers do not require employees to have any training prior to employment. However, 3 out of 15 responding employers require and 2 out of 15 responding employers prefer that employees have an average of 55 months training prior to employment. None out of 15 responding employers studied allow training to be substituted for previous work experience.

### Experience

All 15 out of 15 responding employers require an average of 59 months experience in this occupation. 2 out of 15 responding employers will allow an average of 30 months experience in related fields (construction background) to be substituted for previous experience.

### License/Certification

None.

### Technical Skills

- Ability to write up estimates and bids
- Understand and follow building codes
- Knowledge of CalOSHA safety standards
- Ability to perform advanced mathematical calculations
- Know all aspects of construction processes
- Ability to read blueprints

### Physical Skills

- Ability to stand, run, walk, climb and lift for long periods of time
- Ability to put in extended hours

### Personal or Other Skills

- Ability to work independently
- Excellent organizational skills

# Construction Managers

15 Firms Responding Representing 35 Employees

- Ability to work under a time line
- Communication skills
- Supervisory and delegation skills
- Public relations skills

## Basic Skills

- Ability to read and write legibly

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## Supply and Demand

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### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.27 on a scale of 4).
- Inexperienced Applicants: Moderately Difficult (2.0 on a scale of 4).

### Recruitment Methods

11 out of 15 employers responding to this question hire based on referrals from current employees. 10 out of 15 employers responding to this question hire by using in-house promotions and transfers. 6 out of 15 employers responding to this question hire based on the response to newspaper advertisements.

### Annual Turnover

Employers responding to the survey report a 3.1% annual turnover rate.

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## Size of Occupation

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### Size of Occupation

- 160-180 employees (medium to large).

### Gender

- 100% Male.

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## Where The Jobs Are

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### The major employing industries include:

- Residential building construction,
- Miscellaneous special trade contractors,
- Electrical work,
- Nonresidential building construction,
- Management and public relations,
- Carpentry and floor work, and
- Highway and street construction.

---

## Projections

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### Annual Job Growth Rate

- 0.79 times the average (slower than average).

### Number of New Hires in the Last Year: 4

- Promotions: 1
- Employees Leaving: 0
- New Positions: 3
- Temporary: 0

### Projected Job Openings (Through 2004)

- Job Openings from Growth: 20 positions
- Job Openings from Separations: 20 positions

### Employer Projected Occupation Growth

13 out of 15 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 2 out of 15 employers project their employment in this occupation will grow over the next 24 months.

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## Other Information

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### Promotional Opportunities

5 out of 15 employers promote from this occupation to other positions, such as:

- Housing Manager, and
- General Manager.

# Cooks - Restaurant

Alternative Titles: Line Cook, Lunch/Dinner Cook, Prep Cook.

OES Code: 650260

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## Description

Restaurant Cooks prepare, season, and cook soups, meats, vegetables, desserts, and other foodstuffs in restaurants. They may order supplies, keep records and accounts, price items on a menu, or plan the menu.

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## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$6.25-\$8.50	\$6.75
New Hires, Experience	\$7.00-\$8.00	\$7.50
3+ Years Experience w/Firm	\$8.00-\$11.50	\$9.50

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	27 %	27 %	7 %	33 %
Dental	27 %	13 %	7 %	47 %
Vision	20 %	7 %	7 %	60 %
Life Insurance	13 %	0 %	7 %	73 %
Sick Leave	27 %	0 %	0 %	67 %
Vacation	47 %	0 %	0 %	47 %
Retirement Plan	13 %	7 %	7 %	67 %
Child Care	0 %	0 %	0 %	93 %

Other employee benefits that may be offered include: Meals; major medical plan.

### Union/Collective Bargaining

None. 15 out of 15 responding employers report their employees in this occupation are non-union.

### Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	78%	37
Part-Time	22%	25
Temporary/On-Call	0%	0
Seasonal	0%	0

---

## Employer Requirements

### Education

9 out of 15 responding employers require a high school diploma or equivalent. 6 out of 15 responding employers accept less than a high school education.

### Training

10 out of 13 responding employers accept an average of 11 months of training. Only 1 out of 15 responding employers require and 1 out of 15 responding employers prefer that employees have an average of 18 months of vocational training. 13 out of 15 responding employers do not require training prior to employment.

### Experience

10 out of 15 responding employers require and 3 out of 15 responding employers prefer an average of 13 months experience in this occupation. 7 out of 12 responding employers will allow an average of 9 months experience in the food service industry to substitute for previous experience.

### License/Certification

None.

### Technical Skills

- Ability to handle multiple food orders in a timely fashion
- Ability to measure ingredients accurately
- Ability to select and store food
- Ability to keep accurate records
- Sauce making skills

### Physical Skills

- Ability to stand continuously for 2 or more hours
- Good hand-eye coordination
- Ability to taste and smell
- Ability to lift 10 to 45 pounds repeatedly

### Personal or Other Skills

- Ability to work under pressure
- Willingness to work independently
- Ability to interact well with others
- Good grooming

# Cooks - Restaurant

16 Firms Responding Representing 172 Employees

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## Basic Skills

- Able to read and follow instructions
- Able to write legibly
- Basic math
- Oral communication skills

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## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.73 on a scale of 4).
- Inexperienced Applicants: Moderately Difficult (2.40 on a scale of 4).

### Recruitment Methods

10 out of 15 responding employers hire new employees through ads placed in the newspaper. 8 out of 15 responding employers hire staff through in-house promotions or transfers. 7 out of 15 responding employers hire new employees based on either employee referrals or through walk-in applicants.

### Annual Turnover

Employers responding to the survey report a 36.1% annual turnover rate.

---

## Size of Occupation

### Size of Occupation

- 350 –380 (large)

### Gender

- 86% Male, 14% Female.

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## Where The Jobs Are

### The major employing industries include:

- Eating and Drinking Places, and
- Hotels and Motels.

---

## Projections

### Annual Job Growth Rate

- 0.61 times the average (slower than average).

### Number of New Hires in the Last Year: 66

- Promotions: 11
- Employees Leaving: 49
- New Positions: 6
- Temporary: 0

### Projected Job Openings (Through 2006)

- Job Openings from Growth: 30 positions
- Job Openings from Separations: 70 positions

### Employer Projected Occupation Growth

9 out of 15 responding employers project their employment in this occupation will remain stable over the next 24 months. 6 out of 15 employers project their employment to grow over the next 24 months. None of the 15 responding employers project that their employment in this occupation will decline over the next 24 months.

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## Other Information

### Computer Software Skills

In this occupation employers stated that they seek only very basic word processing skills (Word).

### Promotional Opportunities

14 out of 16 responding employers promote from this occupation to other positions, such as:

- Kitchen Manager, and
- Chef (with additional training).



# Dental Assistants

Alternative Titles: Registered Dental Assistants

OES Code: 660020

## Description

Dental Assistants assist the dentist at the chair by preparing patients and equipment, keeping records, and performing related duties as required.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.90-\$ 8.00	\$ 7.00
New Hires, Experience	\$6.50-\$12.00	\$ 9.50
3+ Years Experience w/Firm	\$8.26-\$13.82	\$11.50

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	50 %	22 %	0 %	28 %
Dental	22 %	17 %	0 %	61 %
Vision	6 %	6 %	0 %	89 %
Life Insurance	17 %	11 %	0 %	72 %
Sick Leave	61 %	6 %	0 %	33 %
Vacation	89 %	6 %	0 %	6 %
Retirement Plan	44 %	22 %	0 %	33 %
Child Care	0 %	11 %	0 %	89 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	0 %	0 %	0 %	28 %
Dental	6 %	0 %	0 %	22 %
Vision	0 %	0 %	0 %	28 %
Life Insurance	0 %	0 %	0 %	28 %
Sick Leave	6 %	0 %	0 %	22 %
Vacation	11 %	0 %	0 %	17 %
Retirement Plan	6 %	0 %	0 %	22 %
Child Care	0 %	0 %	0 %	28 %

Other employee benefits that may be offered include: simple IRA matching of 3% of employees' salaries; and providing financial support for continuing education.

### Union/Collective Bargaining

None. 18 out of 18 employers responding to the survey report their employees in this occupation are non-union.

### Employment Status and Average Weekly Hours

	% of Employees	Weekly Hours
Full-Time (under 35 hrs.)	47%	32
Full-Time (35 hrs. or more)	41%	37
Part-Time	12%	18
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

18 out of 18 responding employers require a high school diploma or equivalent.

### Training

17 out of 18 responding employers either require (10 out of 18) or prefer (7 out of 18) employees have an average of 12 months training in dental assisting. 13 out of 18 responding employers allow an average of 7 months training to be substituted for previous work experience.

### Experience

18 out of 18 responding employers either require (3 out of 18) or prefer (15 out of 18) an average of 12 months experience in this occupation. 4 out of 17 responding employers allow an average of 11 months experience in related fields (medical assistant) to be substituted for previous experience.

### License/Certification

Some employers require their employees receive registered dental assistant (RDA) certification and obtain an x-ray license.

RDAs must graduate from an approved educational training program or have done satisfactory work as a dental assistant for 18 months and pass the RDA written and performance test. RDAs must meet continuing educational requirements for renewal of their certification every two years.

The California Dental Assistants Association recommends a one or two year training program approved by the Council on Dental Education of the American Dental Association.

Dental assistant schools are also responsible for radiation safety training and providing certification necessary for dental assistants to legally take x-rays.

### Technical Skills

- Knowledge of dental materials and procedures
- Ability to perform or assist with dental procedures
- Safety and protective procedures
- Patient record keeping
- Possession of a X-ray License

# Dental Assistants

18 Firms Responding Representing 58 Employees

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## Personal or Other Skills

- Ability to write effectively
- Willingness to work closely with others
- Ability to calm and comfort patients

## Basic Skills

- Ability to read and follow instructions
- Oral communications
- Customer service
- Detailed oriented

Employers may also expect their dental assistants learn dental scheduling and billing, skills which are often required for advancement.

---

## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.33 on a scale of 4)
- Inexperienced Applicants: Moderately Difficult (2.80 on a scale of 4)

### Recruitment Methods

16 out of 18 employers responding to this question hire new employees based on the response to newspaper advertisements. 12 out of 16 employers responding to this question hire by referrals from current employees. 8 out of 16 employers responding to this question hire by accepting walk-in applicants.

### Annual Turnover

Employers responding to the survey report a 27.8% annual turnover rate.

---

## Size of Occupation

### Size of Occupation

- 160-240 employees (large)

### Gender

- 0% Male, 100% Female

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## Where The Jobs Are

### The major employing industries include:

- Offices and clinics of dentists.

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## Projections

### Annual Job Growth Rate

- 2.43 times the average (much faster than average)

### Number of New Hires in the Last Year: 19

- Promotions: 1
- Employees Leaving: 14
- New Positions: 4
- Temporary: 0

### Projected Job Openings (Through 2002)

- Job Openings from Growth: 80 positions
- Job Openings from Separations: 20 positions

### Employer Projected Occupation Growth

15 out of 18 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 3 out of 16 employers project their employment in this occupation will grow over the next 24 months.

---

## Other Information

### Promotional Opportunities

10 out of 18 employers promote from this occupation to other positions, such as:

- Registered Dental Assistant,
- Head Dental Assistant,
- Clinical/Back Office Coordinator,
- Front Office Staff, and
- Office Manager.

# Dental Hygienists

Alternative Titles: RDH, Registered Dental Hygienist, Hygienist.

OES Code: 329080

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## Description

Dental Hygienists perform dental prophylactic treatments and instruct groups and individuals in the care of the teeth and mouth.

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## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$18.75-\$32.50	\$25.63
New Hires, Experience	\$18.75-\$37.50	\$31.25
3+ Years Experience w/Firm	\$18.75-\$43.75	\$34.38

Note: In this occupation F/T employees are expected to work an average of 32 hours.

Benefits	Full-Time		Part-Time	
	Employer Pays All	Share Cost	Employer Pays All	Share Cost
Medical	7%	27%	7%	13%
Dental	13%	7%	20%	13%
Vision	0%	7%	0%	0%
Life Insurance	0%	0%	0%	0%
Sick Leave	20%	7%	20%	0%
Vacation	20%	13%	27%	0%
Retirement Plan	13%	20%	7%	0%
Child Care	0%	0%	0%	0%

Other employee benefits that may be offered include: Paid holidays; Clinic may offer medical or dental care at a reduced cost, in lieu of benefits.

### Union/Collective Bargaining

None. 15 out of 15 employers responding to the survey report their employees in this occupation are non-union.

### Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	27%	32-40
Part-Time	58%	16
Temporary/On-Call	15%	12
Seasonal	0%	0

---

## Employer Requirements

### Education

2 out of 15 responding employers require a high school diploma or equivalent. 12 out of 15 responding employers require an Associate Degree. 1 out of 15 require Graduate Study.

### Training

All of the 15 responding employers require that employees have an average of 26 months of Registered Dental Hygienist training. 3 out of 14 responding employers accept an average of 20 months training to substitute for work experience.

### Experience

12 out of 15 responding employers require and 2 out of 15 responding employers prefer an average of 18 months experience in this occupation. 1 out of 15 responding employers will allow an average of 24 months of experience in related fields such as: dental assistant to substitute for previous experience.

### License/Certification

Yes. Dental Hygienists must be licensed in the State of California, under the provision of the Dental Practice Act, which is administered by the State Board of Dental Examiners. Requirements include: graduation from a state-accredited dental hygiene program, passing the written National Board Exam and the practical skills exam given by the State Board.

### Technical Skills

- Ability to follow laboratory procedures
- Ability to perform or assist with dental procedures
- Understanding good diet and nutrition
- General clerical skills
- Record keeping
- Supervision
- Knowledge of Anesthesiology
- Possession of a Radiation Safety Certificate
- Ability to write effectively

# Dental Hygienists

15 Firms Responding Representing 26 Employees

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## Physical Skills

- Manual dexterity
- Good hand-eye coordination and precision with instruments
- Ability to sit for long periods

## Personal or Other Skills

- Willingness to work under close supervision
- Public contact
- Ability to work independently
- Listening and communication skills

## Basic Skills

- Able to read and follow instructions
- Able to write legibly
- Oral communication

---

## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.33 on a scale of 4).
- Inexperienced Applicants: Very Difficult (3.0 on a scale of 4).

### Recruitment Methods

9 out of 15 responding employers hire new employees either based on employee referrals, through ads placed in newspapers or from information gained from other dentists. 5 out of 15 responding employers recruit new employees through school or program referrals.

### Annual Turnover

Employers responding to the survey report a 32% annual turnover rate.

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## Size of Occupation

### Size of Occupation

- 80 –90 (small).

### Gender

- 0% Male, 100% Female.

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## Where The Jobs Are

### The major employing industries include:

- Offices of Clinics of Dentists.

---

## Projections

### Annual Job Growth Rate

- 0.89 (slower than average)

### Number of New Hires in the Last Year: 13

- Promotions: 0
- Employees Leaving: 8
- New Positions: 1
- Temporary: 4

### Projected Job Openings (Through 2006)

- Job Openings from Growth: 10 positions
- Job Openings from Separations: 10 positions

### Employer Projected Occupation Growth

8 out of 15 responding employers project that their employment in this occupation will remain stable over the next 24 months. 7 out of 15 employers project their employment in this occupation will grow over the next 24 months. None out of 15 employers project their employment in this occupation will decline over the next 24 months.

---

## Other Information

### Computer Software Skills

6 of the responding employers indicated that computer skills in programs specially designed for dental offices (Dentrix, Intellident, Time for Periodontics) are important. 5 of the employers stated that word processing skills are also needed.

### Promotional Opportunities

Only 1 out of 15 responding employers promote from this occupation to other positions, such as:

- Personnel or Office Manager.

# Education Administrators

Alternative Titles: Principals, Education Directors, Superintendents, Instructional Center Directors

OES Code: 150050

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## Description

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Education Administrators plan, organize, direct, control, or coordinate the educational activities of colleges, universities, vocational, technical, post-secondary, secondary, or elementary schools. This description includes administrators of separate training and instructional organizations (or programs) in private business or other agencies.

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## Wages and Benefits

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### Hourly Wages

	Range	Median
New Hires, No Experience	\$16.50-\$29.12	\$19.18
New Hires, Experience	\$17.50-\$34.52	\$22.76
3+ Years Experience w/Firm	\$18.26-\$38.36	\$25.43

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	70 %	20 %	0 %	5 %
Dental	75 %	15 %	0 %	5 %
Vision	70 %	15 %	0 %	10 %
Life Insurance	75 %	0 %	0 %	20 %
Sick Leave	75 %	0 %	0 %	20 %
Vacation	70 %	5 %	0 %	20 %
Retirement Plan	25 %	40 %	0 %	30 %
Child Care	0 %	0 %	0 %	95 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	5 %	0 %	0 %	5 %
Dental	5 %	0 %	0 %	5 %
Vision	5 %	0 %	0 %	5 %
Life Insurance	0 %	0 %	0 %	10 %
Sick Leave	5 %	0 %	0 %	5 %
Vacation	0 %	0 %	0 %	10 %
Retirement Plan	5 %	0 %	0 %	5 %
Child Care	0 %	0 %	0 %	10 %

Other employee benefits that may be offered include: performance bonuses; income protection plans; and disability insurance.

### Union/Collective Bargaining

None. 20 out of 20 employers responding to the survey report their employees in this occupation are non-union.

## Employment Status and Average Weekly Hours

	% of Employees	Weekly Hours
Full-Time	97%	43
Part-Time	2%	28
Temporary/On-Call	1%	16
Seasonal	0%	0

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## Employer Requirements

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### Education

12 out of 20 responding employers require the completion of graduate studies. 6 out of 20 responding employers require only a bachelor degree. 2 out of 20 responding employers will accept a high school diploma or equivalent.

### Training

12 out of 20 responding employers do not require employees to have any training prior to employment. 8 out of 20 responding employers either require that employees have an average of 36 months training prior to employment to achieve their California Administrative credentials. 5 out of 19 responding employers allow an average of 11 months training to be substituted for previous work experience.

### Experience

19 out of 20 responding employers either require (7 out of 20) or prefer (12 out of 20) an average of 32 months experience in this occupation. 10 out of 19 responding employers allow an average of 26 months experience in related fields (teacher) to be substituted for previous experience.

### License/Certification

None.

### Technical Skills

- Ability to plan and organize the work of others
- Budget analysis
- Counseling
- Ability to write effectively
- Supervisory skills
- Ability to maintain financial records
- Ability to apply teaching techniques
- Problem solving abilities
- Verbal presentation

# Education Administrators

20 Firms Responding Representing 104 Employees

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## Personal or Other Skills

- Ability to interact well with others
- Leadership
- Willingness to work nights, weekends and holidays
- Willingness to travel
- Ability to work independently
- Ability to deal effectively with difficult individuals
- Ability to manage multiple priorities
- Sensitive to a multi-cultural environment
- Ability to work under pressure

## Basic Skills

- Ability to write legibly
- Oral communication
- Basic math

---

## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.57 on a scale of 4)
- Inexperienced Applicants: Moderately Difficult (2.08 on a scale of 4)

### Recruitment Methods

12 out of 19 employers responding to this question hire new employees based on response to newspaper advertisements and via direct recruitment from colleges and universities. 10 out of 19 employers responding to this question hire new employees via advertisements placed in trade journals.

### Annual Turnover

Employers responding to the survey report a 22.1% annual turnover rate.

---

## Size of Occupation

### Size of Occupation

- 150-200 employees (large)

### Gender

- 58% Male, 42% Female

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## Where The Jobs Are

### The major employing industries include:

- Elementary and secondary schools,
- Junior colleges, and
- Child day care services.

---

## Projections

### Annual Job Growth Rate

- 1.62 times the average (much faster than average)

### Number of New Hires in the Last Year: 23

- Promotions: 7
- Employees Leaving: 16
- New Positions: 0
- Temporary: 0

### Projected Job Openings (Through 2002)

- Job Openings from Growth: 50 positions
- Job Openings from Separations: 30 positions

### Employer Projected Occupation Growth

19 out of 20 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 1 out of 20 employers project their employment in this occupation will grow over the next 24 months.

---

## Other Information

### Promotional Opportunities

16 out of 20 employers promote from this occupation to other positions, such as:

- Director,
- Assistant to Superintendent,
- Superintendent, and
- Supervisor III.

# Electricians

Alternative Titles: Electrical Technicians, Journey-Level Electricians, Apprentice Electricians

OES Code: 872020

## Description

Electricians install, maintain, and repair wiring, electrical equipment, and fixtures. They insure that work is in accordance with relevant codes. They may read blueprints. This description includes Protective Signal Installers and Repairers and Street Light Servicers.

## Wages and Benefits

### Hourly Wages (Non Union)

	Range	Median
New Hires, No Experience	\$ 7.00-\$10.00	\$ 8.00
New Hires, Experience	\$ 8.63-\$15.50	\$10.00
3+ Years Experience w/Firm	\$10.00-\$18.00	\$16.00

### Hourly Wages (Union)

	Range	Median
New Hires, No Experience	\$17.18-\$26.85	\$22.02
New Hires, Experience	\$12.84-\$26.85	\$22.11
3+ Years Experience w/Firm	\$13.48-\$27.12	\$23.65

Note: Union wages reflect contracts with three different unions. Only a few union employers on the best-paying contract hire employees with no experience, resulting in the abnormal "New Hires, No Experience" range above.

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	27 %	47 %	0 %	27 %
Dental	27 %	40 %	0 %	33 %
Vision	20 %	13 %	0 %	67 %
Life Insurance	27 %	20 %	0 %	53 %
Sick Leave	7 %	7 %	0 %	87 %
Vacation	47 %	7 %	0 %	47 %
Retirement Plan	47 %	13 %	0 %	40 %
Child Care	0 %	7 %	7 %	87 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	0 %	7 %	0 %	13 %
Dental	0 %	7 %	0 %	13 %
Vision	0 %	0 %	0 %	20 %
Life Insurance	0 %	7 %	0 %	13 %
Sick Leave	0 %	0 %	0 %	20 %
Vacation	7 %	0 %	0 %	13 %
Retirement Plan	7 %	0 %	0 %	13 %
Child Care	0 %	0 %	0 %	20 %

### Union/Collective Bargaining

Yes, 6 out of 15 employers responding to the survey report their employees in this occupation are unionized, representing 30% of the workforce.

## Employment Status and Average Weekly Hours

	% of Employees	Weekly Hours
Full-Time	93%	40
Part-Time	3%	32
Temporary/On-Call	1%	37
Seasonal	3%	36

## Employer Requirements

### Education

12 out of 15 responding employers require a high school diploma or equivalent. 2 out of 15 responding employers accept less than a high school education.

### Training

11 out of 15 responding employers either require (6 out of 15) or prefer (5 out of 15) employees have an average of 23 months training in electrical work, either through completing an apprenticeship or via a vocational program. 8 out of 13 responding employers allow an average of 22 months training to be substituted for previous work experience.

### Experience

13 out of 15 responding employers either require (8 out of 15) or prefer (5 out of 15) an average of 26 months experience in this occupation. 2 out of 13 responding employers allow an average of 18 months experience in related fields (laborer, construction worker) to be substituted for previous experience.

### License/Certification

Entrance into the trade is through apprenticeship or (for non-union members) on-the-job training.

Apprenticeship programs require 7200 to 8000 hours to complete and graduates receive a Certificate of Completion from the California Division of Apprenticeship Standards.

Alternatively, graduates of an electrical construction and maintenance program from a vocational or trade college work initially as trainees, and gain journey-level status after six months to two years.

### Technical Skills

- Apprenticeship completed
- Knowledge of electrical building codes
- Knowledge of electrical safety codes
- Ability to track and repair electrical problems

# Electricians

15 Firms Responding Representing 146 Employees

- Familiarity with materials and techniques of construction
- Thorough knowledge of the principles of electricity
- Ability to follow blueprints and building specifications

## Physical Skills

- Good physical condition
- Must have good vision - no color blindness
- Finger and manual dexterity
- Pass a pre-employment physical examination
- Ability to work in confined areas
- Ability to work flexible hours

## Personal or Other Skills

- Ability to work independently
- Ability to work under pressure
- Willingness to work with close supervision
- Ability to pay attention to detail
- Problem solving techniques
- Customer service

## Basic Skills

- Ability to think logically
- Ability to write legibly
- Oral communication

Electricians need to know not only new installation, but have the ability to diagnose and locate breakdowns, correct the problem(s) and restore service quickly.

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## Supply and Demand

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### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.00 on a scale of 4)
- Inexperienced Applicants: Very Difficult (3.00 on a scale of 4)

### Recruitment Methods

7 out of 13 employers responding to this question hire new employees based on the response to newspaper advertisements and via referrals from current employees. 6 out of 13 employers responding to this question hire by accepting walk-in applicants.

### Annual Turnover

Employers responding to the survey report a 5.1% annual turnover rate.

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## Size of Occupation

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### Size of Occupation

- 230-250 employees (large)

### Gender

- 99% Male, 1% Female

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## Where The Jobs Are

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### The major employing industries include:

- General electrical installation and repair firms,
- Government (state, county, city), and
- Sawmills and related companies.

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## Projections

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### Annual Job Growth Rate

- 0.42 times the average (slower than average)

### Number of New Hires in the Last Year: 25

- Promotions: 0
- Employees Leaving: 7
- New Positions: 10
- Temporary: 8

### Projected Job Openings (Through 2002)

- Job Openings from Growth: 20 positions
- Job Openings from Separations: 40 positions

### Employer Projected Occupation Growth

10 out of 15 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 5 out of 15 employers project their employment in this occupation will grow over the next 24 months.

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## Other Information

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### Promotional Opportunities

12 out of 15 employers promote from this occupation to other positions, such as:

- Supervisor or Supervising Electrician,
- Project Manager, and
- Foreperson.



# Financial Managers

Alternative Titles: Branch Managers, Finance Directors, Controllers, Finance Service Managers, Chief Fiscal Officers

OES Code: 130020

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## Description

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Financial Managers plan, organize, direct, control, or coordinate the financial activities of an organization. This description includes managers in banks or similar financial institutions who advise on credit and investment policy or negotiate general policy with financial or other institutions.

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## Wages and Benefits

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### Hourly Wages

	Range	Median
New Hires, No Experience	\$10.00-\$24.98	\$17.15
New Hires, Experience	\$10.00-\$24.98	\$16.69
3+ Years Experience w/Firm	\$14.00-\$35.96	\$19.47

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	55 %	36 %	5 %	5 %
Dental	45 %	27 %	9 %	18 %
Vision	41 %	18 %	9 %	32 %
Life Insurance	59 %	18 %	5 %	18 %
Sick Leave	73 %	14 %	0 %	14 %
Vacation	82 %	14 %	0 %	5 %
Retirement Plan	45 %	32 %	0 %	23 %
Child Care	5 %	5 %	5 %	86 %

Other employee benefits that may be offered include: 401(k) retirement plans; disability insurance; and performance bonuses.

### Union/Collective Bargaining

None. 22 out of 22 employers responding to the survey report their employees in this occupation are non-union.

### Employment Status and Average Weekly Hours

	% of Employees	Weekly Hours
Full-Time	100%	43
Part-Time	0%	0
Temporary/On-Call	0%	0
Seasonal	0%	0

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## Employer Requirements

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### Education

22 out of 22 responding employers require at least a high school diploma or equivalent. 11 out of 22

responding employers require a four-year bachelor degree. 3 out of 22 responding employers require a two-year associate degree.

### Training

4 out of 22 responding employers require and 3 out of 22 employers prefer employees to have an average of 24 months training in financial management. 4 out of 22 responding employers allow an average of 18 months training to be substituted for previous work experience.

### Experience

12 out of 22 responding employers require and 10 out of 22 employers prefer an average of 36 months experience in this occupation. 9 out of 20 responding employers allow an average of 26 months experience in related fields such as: supervising, accounting, or bookkeeping to substitute for previous experience.

### License/Certification

None.

### Technical Skills

- Ability to plan and organize the work of others
- Report writing
- Cost accounting
- Understanding of regulations affecting financial institutions
- Ability to apply techniques of statistical analysis
- Ability to analyze securities
- Financial planning
- Budget analysis
- Cost analysis
- Ability to hire and assign personnel
- Ability to interpret actuarial and probability of loss tables
- Ability to use computers in accounting applications
- Verbal presentation
- Ability to perform advanced mathematical computations
- Confidentiality

### Physical Skills

- Ability to sit for long periods of time

### Personal or Other Skills

- Ability to comprehend information quickly

# Financial Managers

22 Firms Responding Representing 26 Employees

- Ability to work independently
- Ability to work under pressure
- Ability to write effectively
- Ability to exercise patience

## Basic Skills

- Business math
- Ability to read and follow directions
- Oral communication

Financial Managers need training and experience in accounting/bookkeeping and knowledge of specialized accounting software. Duties may involve calculating employee wages from timecards, issuing payroll checks, keeping accurate records of accounts and financial arrangements, balancing company journals with the monthly bank statement, entering financial information into journals, ledgers or accounting software, and examining documents such as expense accounts, commissions payments, cash receipts, bank records and inventory records.

## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.75 on a scale of 4)
- Inexperienced Applicants: Very Difficult (3.50 on a scale of 4)

### Recruitment Methods

15 out of 21 employers responding to this question hire new employees based on the response to newspaper advertisements. 7 out of 21 employers responding to this question staff through in-house promotions and transfers, by referrals from private employment agencies and from the response to postings on the internet.

### Annual Turnover

Employers responding to the survey report a 16.0% annual turnover rate.

## Size of Occupation

### Size of Occupation

- 390-460 employees (very large)

## Gender

- 38% Male, 62% Female

## Where The Jobs Are

### The major employing industries include:

- State and national commercial banks,
- Construction firms,
- Hotels and motels,
- Medical and dental offices and clinics,
- Accounting, auditing and bookkeeping firms,
- Residential care facilities, and
- Government (state, county, and city).

## Projections

### Annual Job Growth Rate

- 0.87 times the average (slower than average)

### Number of New Hires in the Last Year: 5

- Promotions: 0
- Employees Leaving: 4
- New Positions: 1
- Temporary: 0

### Projected Job Openings (Through 2002)

- Job Openings from Growth: 70 positions
- Job Openings from Separations: 50 positions

### Employer Projected Occupation Growth

20 out of 22 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 2 out of 22 employers project their employment in this occupation will grow over the next 24 months.

## Other Information

### Promotional Opportunities

9 out of 22 employers promote from this occupation to other positions, such as:

- Associate Director,
- Director,
- Division Manager,
- General Manager, and
- Executive Director.

# First Line Supervisors and Manager / Supervisors – Clerical and Administrative Support Occupations

Alternative Titles: Administration Supervisors, Department Supervisors, Office Managers, Office Services Supervisors, Operations Supervisors

OES Code: 510020

## Description

First Line Clerical and Administrative Support Manager/Supervisors directly supervise and coordinate activities of clerical and administrative support workers. They are generally found in smaller establishments where they perform both supervisory and management functions, such as accounting, marketing, and personnel work. Some Manager/Supervisors may also engage, in part, in the same clerical work as the workers they supervise.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$8.00-\$21.67	\$15.65
New Hires, Experience	\$6.50-\$21.67	\$11.49
3+ Years Experience w/Firm	\$9.00-\$24.16	\$14.48

**Note:** Only 3 out of 16 employers responding to the survey hire inexperienced workers and these employers pay at the higher end of the wage scale, thus making the wages paid to experienced workers appear lower in comparison.

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	63 %	31 %	6 %	0 %
Dental	44 %	25 %	19 %	13 %
Vision	44 %	13 %	25 %	19 %
Life Insurance	63 %	13 %	13 %	13 %
Sick Leave	75 %	0 %	0 %	25 %
Vacation	100 %	0 %	0 %	0 %
Retirement Plan	31 %	44 %	19 %	6 %
Child Care	0 %	0 %	6 %	94 %

Other employee benefits that may be offered include: 401(k) retirement plans.

### Union/Collective Bargaining

Yes, 1 out of 16 responding employers report that their employees in this occupation are unionized, representing 8% of the workforce.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	97%	39
Part-Time	3%	30
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

All 16 out of 16 responding employers require at least a high school diploma or equivalent. 4 out of 16 responding employers require a four-year bachelor degree while 1 out of 16 responding employers requires a two-year associate degree.

### Training

11 out of 16 responding employers do not require employees have training. 2 out of 16 responding employers require and 3 out of 16 responding prefer that employees have an average of 10 months training prior to employment. 4 out of 16 responding employers allow an average of 14 months training to be substituted for previous work experience.

### Experience

All 16 out of 16 responding employers either require (12 out of 16) or prefer (4 out of 16) an average of 25 months experience in this occupation. 10 out of 15 responding employers will allow an average of 18 months experience in related fields (accounting, banking, bookkeeping, management or supervision) to be substituted for previous experience.

### License/Certification

None.

### Technical Skills

- Office Management background
- Supervisory Skills
- Able to plan and organize the work of others
- Able to hire and assign personnel
- Able to use multi computer systems
- Knowledge of accounting procedures
- Able to train others
- Safety procedures

# First Line Supervisors and Manager / Supervisors – Clerical and Administrative Support Occupations

16 Firms Responding Representing 59 Employees

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## Physical Skills

- Ability to stand, stoop, walk, climb and lift 20 pounds

## Personal or Other Skills

- Ability to work independently
- Aware of grooming standards
- Excellent problem solving ability

## Basic Skills

- Able to read and follow instructions
- Good communications skills

---

## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.3 on a scale of 4).
- Inexperienced Applicants: Very Difficult (4.0 on a scale of 4).

### Recruitment Methods

14 out of 16 employers responding to this question hire new employees through in-house promotions and transfers. 11 out of 16 employers responding to this question hire based on the response to newspaper advertisements. 10 out of 16 employers responding to this question hire based on referrals from current employees.

### Annual Turnover

Employers responding to the survey report a 22.4% annual turnover rate.

---

## Size of Occupation

### Size of Occupation

- 760-900 employees (very large).

### Gender

- 27% Male, 73% Female.

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## Where The Jobs Are

### The major employing industries include:

- Offices and clinics of medical doctors,
- Local government, excluding hospitals and education facilities,
- Real estate operators and lessors,
- Hospitals,
- Elementary and secondary schools,
- Hotels and motels,
- Insurance agents, brokers and service,
- Services to buildings,
- Miscellaneous business services, and
- Commercial banks.

---

## Projections

### Annual Job Growth Rate

- 1.16 times the average (faster than average).

### Number of New Hires in the Last Year: 14

- Promotions: 5
- Employees Leaving: 8
- New Positions: 1
- Temporary: 0

### Projected Job Openings (Through 2004)

- Job Openings from Growth: 140 positions
- Job Openings from Separations: 130 positions

### Employer Projected Occupation Growth

15 out of 16 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 1 out of 16 employers project their employment in this occupation will decline over the next 24 months.

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## Other Information

### Promotional Opportunities

11 out of 16 employers promote from this occupation to other positions, such as:

- Operations Officer,
- Department Manager,
- Business Manager,
- Human Resources Manager, and
- Manager.

# Food Preparation Workers

Alternative Titles: Assistant Cooks, Deli Counter Persons, Food Prep Workers, Food Service Assistants, Food Service Workers, Kitchen Food Prep Worker, Prep Cooks

OES Code: 650380

## Description

Food preparation workers perform a variety of food preparation duties, such as preparing cold foods and maintaining and cleaning kitchen work areas, equipment, and utensils. They perform simple tasks such as preparing shellfish or slicing meat. They may brew coffee, tea, or chocolate or prepare sandwiches. They work in such places as a restaurant kitchen or delicatessen.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75-\$ 8.05	\$6.25
New Hires, Experience	\$5.75-\$ 8.68	\$7.00
3+ Years Experience w/Firm	\$6.00-\$10.00	\$8.00

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	11 %	11 %	6 %	17 %
Dental	6 %	11 %	11 %	17 %
Vision	6 %	11 %	6 %	22 %
Life Insurance	6 %	11 %	6 %	22 %
Sick Leave	22 %	0 %	0 %	22 %
Vacation	22 %	6 %	0 %	17 %
Retirement Plan	11 %	6 %	6 %	22 %
Child Care	0 %	0 %	0 %	44 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	6 %	17 %	6 %	44 %
Dental	0 %	17 %	11 %	44 %
Vision	0 %	11 %	6 %	56 %
Life Insurance	0 %	6 %	6 %	61 %
Sick Leave	11 %	0 %	0 %	61 %
Vacation	17 %	6 %	0 %	50 %
Retirement Plan	6 %	6 %	0 %	61 %
Child Care	0 %	0 %	0 %	72 %

### Union/Collective Bargaining

Yes, 3 out of 18 employers responding to the survey report their employees in this occupation are unionized, representing 21% of the workforce.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	6%	32
Full-Time (35 hrs. or more)	10%	39
Part-Time	83%	20
Temporary/On-Call	0%	0
Seasonal	1%	30

## Employer Requirements

### Education

11 out of 18 responding employers require a high school diploma or equivalent, although 7 out of 18 responding employers accept less than a high school education.

### Training

15 out of 18 responding employers do not require employees to have any training prior to employment. 2 out of 18 responding employers require and 1 out of 18 responding employers prefer that employees have an average of 2 months training prior to employment. 10 out of 13 responding employers will allow an average of 6 months training to be substituted for previous work experience.

### Experience

4 out of 18 responding employers require and 9 out of 18 employers prefer an average of 7 months experience in this occupation. 8 out of 13 responding employers allow an average of 6 months experience in related fields (fast food background) to be substituted for previous experience.

### License/Certification

None.

### Technical Skills

- Knowledge of health regulations for handling food
- Knowledge of sandwich making
- Knowledge of money management

### Physical Skills

- Ability to stand, walk, bend, and lift during shift time
- Ability to lift 30 pounds repeatedly
- Ability to work rapidly

# Food Preparation Workers

18 Firms Responding Representing 157 Employees

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## Personal or Other Skills

- Ability to follow written and oral directions
- Able to work independently
- Abide by employers grooming standards
- Able to handle fast paced work environment

## Basic Skills

- Ability to read and follow directions
- Ability to write legibly
- Ability to perform basic math
- Reliability and honesty

---

## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.5 on a scale of 4).
- Inexperienced Applicants: Moderately Difficult (2.5 on a scale of 4).

### Recruitment Methods

13 out of 18 employers responding to this question hire new employees based on referrals from current employees. 12 out of 18 employers responding to this question hire through the response to newspaper advertisements. 8 out of the 18 employers responding to this question hire by accepting walk-in applicants and through in-house promotions and transfers.

### Annual Turnover

Employers responding to the survey report a 41.7% annual turnover rate.

---

## Size of Occupation

### Size of Occupation

- 620-680 employees (very large)

### Gender

- 29% Male, 71% Female.

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## Where The Jobs Are

### The major employing industries include:

- Eating and drinking places,
- Individual and family services, and
- Elementary and secondary schools.

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## Projections

### Annual Job Growth Rate

- 0.61 times the average (slower than average)

### Number of New Hires in the Last Year: 71

- Promotions: 4
- Employees Leaving: 59
- New Positions: 6
- Temporary: 2

### Projected Job Openings (Through 2004)

- Job Openings from Growth: 60 positions
- Job Openings from Separations: 260 positions

### Employer Projected Occupation Growth

15 out of 18 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 2 out of 18 employers project their employment in this occupation will grow over the next 24 months. 1 out of 18 employers project their employment in this occupation will decline over the next 24 months.

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## Other Information

### Promotional Opportunities

12 out of 18 employers promote from this occupation to other positions, such as:

- Line Cook,
- Relief Cook,
- Food Service Specialist, and
- Kitchen Manager.

# Food Service Managers

Alternative Titles: Banquet/Dining Room Manager, Beverage/Bar Manager, Floor/Kitchen Manager, Restaurant Manager.

OES Code: 150261

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## Description

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Food Service Managers plan, organize, direct, control, or coordinate activities of an organization or department that serves food and/or beverages. Includes Food and Beverage Directors.

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## Wages and Benefits

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### Hourly Wages

	Range	Median
New Hires, No Experience	\$6.75 - \$11.51	\$10.00
New Hires, Experience	\$6.25 - \$12.79	\$10.62
3+ Years Experience w/Firm	\$7.00 - \$15.00	\$11.48

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	27 %	20 %	0 %	53 %
Dental	20 %	13 %	0 %	67 %
Vision	13 %	13 %	0 %	73 %
Life Insurance	27 %	7 %	0 %	67 %
Sick Leave	40 %	7 %	0 %	53 %
Vacation	53 %	7 %	0 %	40 %
Retirement Plan	20 %	0 %	7 %	73 %
Child Care	0 %	0 %	0 %	100 %

### Union/Collective Bargaining

None. 15 out of 15 employers responding to the survey report their employees in this occupation are non-union.

### Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	91 %	41
Part-Time	9 %	27
Temporary/On-Call	0 %	0
Seasonal	0 %	0

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## Employer Requirements

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### Education

13 out of 15 responding employers require a high school diploma or equivalent. 2 out of 15 responding employers accept less than a high school education.

### Training

4 out of 15 responding employers will accept an average of 11 months of training to replace experience. 1 out of 15 responding employers prefer an average of 3 months of training, however, 14 out of 15 responding employers do not require any technical or vocational training.

### Experience

8 out of 15 responding employers require and 3 out of 15 responding employers prefer an average of 23 months experience in this occupation. 5 out of 11 responding employers will accept an average of 24 months experience in other food-related services to substitute for previous experience.

### License/Certification

None.

### Technical Skills

- Ability to maintain financial records
- Ability to manage an activity or department
- Ability to motivate staff, and plan and organize the work of others
- Ability to follow purchasing procedures
- Record keeping skills
- Understanding inventory techniques
- Ability to hire and assign personnel
- Food preparation skills
- Problem solving skills

### Physical Skills

- Ability to work nights, weekends and holidays
- Ability to stand for long periods of time

### Personal or Other Skills

- Willingness to work with close supervision
- Public contact skills
- Ability to work independently
- Ability to work under pressure
- Customer service skills

### Basic Skills

- Basic math
- Ability to read and follow directions
- Ability to write effectively
- Oral communications skills

# Food Service Managers

15 Firms Responding Representing 67 Employees

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## Supply and Demand

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### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.63 on a scale of 4).
- Inexperienced Applicants: Not Difficult (1.86 on a scale of 4).

### Recruitment Methods

10 out of 15 responding employers hire new employees based on in-house promotions or transfers. 8 out of 15 responding employers hire new employees through referrals from current employees. 6 out of 15 responding employers hired new employees based on newspaper ads or word of mouth referrals.

### Annual Turnover

Employers responding to the survey report a 32.8% annual turnover rate.

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## Size of Occupation

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### Size of Occupation

- Not available

### Gender

- 60% Male, 40% Female.

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## Where The Jobs Are

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### The major employing industries include:

- Eating and Drinking places,
- Civic and Social Associations, and
- Elementary and Secondary Schools.

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## Projections

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### Annual Job Growth Rate

- Not available

### Number of New Hires in the Last Year:

- |                      |    |
|----------------------|----|
| • Promotions:        | 11 |
| • Employees Leaving: | 11 |
| • New Positions:     | 0  |
| • Temporary:         | 0  |

### Projected Job Openings (Through 2006)

- Job Openings from Growth: Not available
- Job Openings from Separations: Not available

### Employer Projected Occupation Growth

11 out of 15 responding employers project their employment in this occupation will remain stable over the next 24 months. 2 out of 15 employers project their employment in this occupation will grow over the next 24 months. 2 out of 15 employers project their employment in this occupation will decline over the next 24 months.

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## Other Information

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### Computer Software Skills

6 of the responding employers prefer employees to have some basic computer skills including word processing (Word), 4 employers note that spreadsheet skills (Excel) are important, 5 listed that database skills (Access) are useful.

### Promotional Opportunities

9 out of 15 employers promote from this occupation to other positions, such as:

- General Manager
- District Manager, and
- Area District Manager.



# General Managers and Top Executives

Alternative Titles: Store Managers, Personnel Managers, Employment Programs Managers, Executive Directors, Executive Vice Presidents

OES Code: 190050

## Description

General Managers and Top Executives include both top and mid-level managers whose duties and responsibilities are too diverse and general in nature to be classified in any functional or line area of management and administration. These managers generally work through departmental or subordinate executives. This description does not include managers of smaller establishments who typically engage in the same activities as the workers they supervise.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$10.33-\$31.84	\$20.78
New Hires, Experience	\$ 7.67-\$31.84	\$19.18
3+ Years Experience w/Firm	\$ 8.72-\$39.79	\$23.26

Note: Not all employers hire employees with no experience, resulting in the abnormal "New Hires, No Experience" range above.

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	65 %	29 %	0 %	6 %
Dental	35 %	35 %	6 %	24 %
Vision	41 %	24 %	0 %	35 %
Life Insurance	71 %	12 %	0 %	18 %
Sick Leave	71 %	6 %	0 %	24 %
Vacation	94 %	6 %	0 %	0 %
Retirement Plan	47 %	35 %	6 %	12 %
Child Care	0 %	12 %	0 %	88 %

Other employee benefits that may be offered include: 401(k) retirement plans; holiday pay; reimbursement of medical expenses; cafeteria benefit plans; clothing allowances; and performance bonuses.

### Union/Collective Bargaining

Yes, 1 out of 17 employers responding to the survey report their employees in this occupation are unionized, representing 20% of the workforce.

## Employment Status and Average Weekly Hours

	% of Employees	Weekly Hours
Full-Time	100%	46
Part-Time	0%	0
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

17 out of 17 responding employers require at least a high school diploma or equivalent. 6 out of 17 responding employers require a four-year bachelor degree. 4 out of 17 responding employers require a two-year associate degree. 1 out of 17 responding employers requires completion of graduate studies.

### Training

7 out of 17 responding employers either require (4 out of 17) or prefer (3 out of 17) employees have an average of 29 months training in management and accounting. 3 out of 15 responding employers allow an average of 32 months training to be substituted for previous work experience.

### Experience

15 out of 17 responding employers either require (8 out of 17) or prefer (7 out of 17) an average of 45 months experience in this occupation. 9 out of 15 responding employers allow an average of 45 months experience in related fields (accounting, supervisory, management) to substitute for previous experience.

### License/Certification

None.

### Technical Skills

- Ability to lead and supervise management team
- Knowledge or background in human resources and/or accounting
- Ability to hire management/staff personnel
- Ability to apply management techniques
- Problem solving

### Personal or Other Skills

- Ability to work independently
- Ability to work under pressure
- Ability to delegate effectively
- Customer service

# General Managers and Top Executives

17 Firms Responding Representing 30 Employees

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## Basic Skills

- Ability to read and follow directions
- Ability to write legibly
- Oral communication
- Business math

---

## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.25 on a scale of 4)
- Inexperienced Applicants: Very Difficult (3.00 on a scale of 4)

### Recruitment Methods

11 out of 17 employers responding to this question hire new employees through in-house promotions and transfers. 9 out of 17 employers hire based on the response to newspaper advertisements. 6 out of 17 employers responding to this question staff based on the response to advertisements placed in trade journals.

### Annual Turnover

Employers responding to the survey report a 16.7% annual turnover rate.

---

## Size of Occupation

### Size of Occupation

- 1730-1980 employees (very large)

### Gender

- 77% Male, 23% Female

---

## Where The Jobs Are

### The major employing industries include:

- Grocery stores,
- Eating places,
- Residential care facilities,
- Individual and family services,
- Hospitals,
- Elementary and secondary schools, and
- Government (state, county and city).

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## Projections

### Annual Job Growth Rate

- 0.70 times the average (slower than average)

### Number of New Hires in the Last Year: 5

- Promotions: 1
- Employees Leaving: 4
- New Positions: 0
- Temporary: 0

### Projected Job Openings (Through 2002)

- Job Openings from Growth: 250 positions
- Job Openings from Separations: 260 positions

### Employer Projected Occupation Growth

16 out of 17 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 1 out of 17 employers project their employment in this occupation will grow over the next 24 months.

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## Other Information

### Promotional Opportunities

7 out of 17 employers promote from this occupation to other positions, such as:

- Director of Operations,
- District Manager or District Supervisor,
- Buyer, and
- President and CEO.

# General Office Clerks

Alternative Titles: Administrative Assistants, General Office Assistants, Office Assistants, Office Clerks, Office Coordinators, Records Clerks, Schedulers, Transcriptionists

OES Code: 553470

## Description

General Office Clerks perform a wide variety of tasks. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of bookkeeping, typing, stenography, office machine operation, and filing. Does not include workers whose duties are narrowly defined.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$6.00-\$ 9.00	\$7.04
New Hires, Experience	\$5.75-\$10.64	\$7.87
3+ Years Experience w/Firm	\$7.00-\$12.66	\$9.21

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	52 %	26 %	4 %	0 %
Dental	30 %	22 %	9 %	22 %
Vision	22 %	9 %	9 %	43 %
Life Insurance	48 %	4 %	9 %	22 %
Sick Leave	57 %	0 %	0 %	26 %
Vacation	78 %	0 %	0 %	4 %
Retirement Plan	22 %	39 %	9 %	13 %
Child Care	0 %	0 %	13 %	70 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	0 %	4 %	0 %	30 %
Dental	0 %	4 %	0 %	30 %
Vision	0 %	4 %	0 %	30 %
Life Insurance	0 %	4 %	0 %	30 %
Sick Leave	4 %	0 %	0 %	30 %
Vacation	13 %	0 %	0 %	22 %
Retirement Plan	4 %	0 %	0 %	30 %
Child Care	0 %	0 %	0 %	35 %

Other employee benefits that may be offered include: 401(k) retirement plans.

### Union/Collective Bargaining

Yes, 2 out of 23 employers responding to the survey report their employees in this occupation are unionized, representing 28% of the workforce.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	82%	40
Part-Time	13%	20
Temporary/On-Call	4%	17
Seasonal	1%	40

## Employer Requirements

### Education

21 out of 23 responding employers require at least a high school diploma or equivalent. 1 out of 23 responding employers require a two-year associate degree, while 2 out of 23 responding employers will accept less than a high school education.

### Training

5 out of 23 responding employers require and 5 out of 23 responding employers prefer that employees have an average of 8 months training prior to employment. 10 out of 21 responding employers allow an average of 7 months training to be substituted for previous work experience.

### Experience

21 out of 23 responding employers either require (9 out of 23) or prefer (12 out of 23) an average of 10 months experience in this occupation. 14 out of 21 responding employers will allow an average of 10 months experience in related fields (retail sales, customer service, receptionist, accounting clerk) to be substituted for previous experience.

### License/Certification

None.

### Technical Skills

- Many positions require accounting background
- General office procedures
- Computer knowledge

### Physical Skills

- Able to sit, stand, walk and climb for normal shift hours

# General Office Clerks

23 Firms Responding Representing 147 Employees

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## Personal or Other Skills

- Ability to work with others
- Ability to work under supervision
- Detail oriented

## Basic Skills

- Good reading and writing skills
- Able to follow all directions
- Good communication skills

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## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Not Difficult (1.67 on a scale of 4).
- Inexperienced Applicants: Not Difficult (1.93 on a scale of 4).

### Recruitment Methods

19 out of 23 employers responding to this question hire new employees based on referrals from current employees. 14 out of 23 employers responding to this question hire through the response to newspaper advertisements. 12 out of 23 employers responding to this question hire by accepting walk-in applicants.

### Annual Turnover

Employers responding to the survey report an 18.2% annual turnover rate.

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## Size of Occupation

### Size of Occupation

- 1150-1370 employees (very large)

### Gender

- 3% Male, 97% Female.

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## Where The Jobs Are

### The major employing industries include:

- Local government, excluding hospitals and education facilities,
- Elementary and secondary schools,
- Personnel supply services,
- Offices and clinics of medical doctors,
- Department stores,

- State government, excluding hospitals and education facilities,
- Federal government, and
- New and used car dealers.

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## Projections

### Annual Job Growth Rate

- 1.20 times the average (faster than average).

### Number of New Hires in the Last Year: 33

- Promotions: 16
- Employees Leaving: 10
- New Positions: 4
- Temporary: 3

### Projected Job Openings (Through 2004)

- Job Openings from Growth: 220 positions
- Job Openings from Separations: 250 positions

### Employer Projected Occupation Growth

18 out of 23 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 4 out of 23 employers project their employment in this occupation will grow over the next 24 months. 1 out of 23 employers project their employment in this occupation will decline over the next 24 months.

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## Other Information

### Promotional Opportunities

17 out of 23 employers promote from this occupation to other positions, such as:

- Supervisor,
- Office Manager,
- Account Clerk,
- Teller,
- Staff Coordinator, and
- Lead Bookkeeper.

# Guards and Watch Guards

Alternative Titles: Campus Security, Casino Guards, Driver Custodians, Gate Attendants, Security Guards, Security Officers, Store Protection Specialists

OES Code: 630470

## Description

Guards and Watch Guards stand guard at entrance gates or walk about premises of business or industrial establishments or private residences to prevent theft, violence, or infractions of rules; they guard property against fire, theft, vandalism, and illegal entry; they direct patrons or employees and answer questions relative to services of establishments. They control traffic to and from buildings and grounds.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75-\$ 8.00	\$6.33
New Hires, Experience	\$6.00-\$11.73	\$7.00
3+ Years Experience w/Firm	\$6.00-\$12.48	\$9.00

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	27 %	27 %	7 %	27 %
Dental	20 %	20 %	7 %	40 %
Vision	13 %	20 %	7 %	47 %
Life Insurance	20 %	20 %	0 %	47 %
Sick Leave	40 %	7 %	0 %	40 %
Vacation	53 %	7 %	0 %	27 %
Retirement Plan	7 %	33 %	13 %	33 %
Child Care	0 %	0 %	0 %	87 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	7 %	20 %	0 %	53 %
Dental	0 %	20 %	0 %	60 %
Vision	0 %	20 %	0 %	60 %
Life Insurance	0 %	20 %	0 %	60 %
Sick Leave	13 %	7 %	0 %	60 %
Vacation	27 %	7 %	0 %	47 %
Retirement Plan	7 %	7 %	7 %	60 %
Child Care	0 %	0 %	0 %	80 %

Other employee benefits that may be offered include: 401(k) retirement plans; cessation of life coverage.

### Union/Collective Bargaining

Yes, 2 out of 15 employers responding to the survey report their employees in this occupation are unionized, representing 3% of the workforce.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	51%	37
Part-Time	38%	20
Temporary/On-Call	3%	11
Seasonal	8%	26

## Employer Requirements

### Education

11 out of 15 responding employers require a high school diploma or equivalent. 4 out of 15 responding employers will accept less than a high school education.

### Training

5 out of 15 responding employers require employees have an average of 4 months training prior to employment. 7 out of 10 responding employers will allow an average of 9 months training to substitute for previous work experience.

### Experience

4 out of 15 responding employers require and 6 out of 15 employers prefer an average of 12 months experience in this occupation. 10 out of 10 responding employers will allow an average of 15 months experience in related fields such as: the military or law enforcement to substitute for previous experience.

### License/Certification

The Bureau of Security and Investigative Services (State of California Department of Consumers Affairs) regulates employees in this occupation. Guards carrying firearms are required to obtain a Firearm Permit. The applicant's weapon(s) must be currently registered or licensed. The applicant must pass a range exam in addition to the following requirements. Guards who carry a weapon must obtain a Security Guard Registration from the Bureau. Guards who carry a baton are required to obtain a Baton Permit. All applicants must be 18 years of age, complete the Bureau-developed and approved training or program, pass a written test, and pass a criminal records background check through fingerprinting.

### Technical Skills

- Security training
- Crowd control

# Guards and Watch Guards

15 Firms Responding Representing 344 Employees

- Clean background check
- Possession of a clean Department of Motor Vehicles driving record
- Valid drivers license with insurance
- Must pass drug testing
- Follow safety procedures
- First aid and CPR training

## Physical Skills

- Ability to stand, walk, or run

## Personal or Other Skills

- Ability to work independently
- People and communication skills
- Aware of employers grooming standards
- Good customer service skills

## Basic Skills

- Able to read and follow instructions, directions
- Basic math knowledge
- Legible handwriting
- Reliability and honesty

## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.75 on a scale of 4).
- Inexperienced Applicants: Moderately Difficult (2.45 on a scale of 4).

### Recruitment Methods

10 out of 15 responding employers hire new employees based on the response to newspaper advertisements. 9 out of 15 responding employers hire based on referrals from current employees. 7 out of 15 responding employers hire by accepting walk-in applicants.

### Annual Turnover

Employers responding to the survey report a 44.9% annual turnover rate.

## Size of Occupation

### Size of Occupation

- 400-380 employees (very large).

## Gender

- 81% Male, 19% Female.

## Where The Jobs Are

### The major employing industries include:

- Miscellaneous business services (including private security guard services, detective agencies and armored car services), and
- Miscellaneous amusement and recreation services.

## Projections

### Annual Job Growth Rate

- -0.31 times the average (slow decline)

### Number of New Hires in the Last Year: 212

- Promotions: 16
- Employees Leaving: 124
- New Positions: 32
- Temporary: 40

### Projected Job Openings (Through 2004)

- Job Openings from Growth: -20 positions
- Job Openings from Separations: 70 positions

### Employer Projected Occupation Growth

11 out of 15 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 4 out of 15 employers project their employment in this occupation will grow over the next 24 months.

## Other Information

### Promotional Opportunities

9 out of 15 employers promote from this occupation to other positions, such as:

- Security Supervisor,
- Supervising Sergeant,
- Department Supervisor, and
- Site Supervisor.

# Hairdressers, Hairstylists and Cosmetologists

Alternative Titles: Stylists, Salon Technicians

OES Code: 680050

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## Description

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Hairdressers, Hairstylists, and Cosmetologists provide beauty services for customers, such as suggesting hairstyles, cutting and styling hair, treating the scalp, applying make-up, and dressing wigs. This description does not include Shampooers, Manicurists, and Beauty School Instructors.

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## Wages and Benefits

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### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75-\$ 6.50	\$5.75
New Hires, Experience	\$5.75-\$ 7.14	\$5.78
3+ Years Experience w/Firm	\$5.75-\$11.10	\$6.25

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	29 %	14 %	7 %	43 %
Dental	14 %	0 %	14 %	64 %
Vision	0 %	0 %	14 %	79 %
Life Insurance	21 %	0 %	0 %	71 %
Sick Leave	21 %	0 %	0 %	71 %
Vacation	50 %	0 %	7 %	36 %
Retirement Plan	7 %	0 %	0 %	86 %
Child Care	0 %	0 %	0 %	93 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	0 %	0 %	7 %	57 %
Dental	0 %	0 %	7 %	57 %
Vision	0 %	0 %	7 %	57 %
Life Insurance	0 %	0 %	0 %	64 %
Sick Leave	0 %	0 %	0 %	64 %
Vacation	14 %	0 %	7 %	43 %
Retirement Plan	0 %	0 %	0 %	64 %
Child Care	0 %	0 %	0 %	64 %

Other employee benefits that may be offered include: commissions offsetting base salary; earning tips; and commissions and bonuses on product sales.

### Union/Collective Bargaining

None. 14 out of 14 employers responding to the survey report their employees in this occupation are non-union.

## Employment Status and Average Weekly Hours:

	% of Employees	Weekly Hours
Full-Time (under 35 hrs.)	5%	32
Full-Time (35 hrs. or more)	70%	39
Part-Time	25%	20
Temporary/On-Call	0%	0
Seasonal	0%	0

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## Employer Requirements

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### Education

7 out of 14 responding employers require a high school diploma or equivalent. 7 out of 14 responding employers accept less than a high school education.

### Training

14 out of 14 responding employers require that employees have an average of 11 months training in cosmetology or beauty school. 3 out of 11 responding employers allow an average of 10 months training to be substituted for previous work experience.

### Experience

11 out of 14 responding employers either require (2 out of 14) or prefer (9 out of 14) an average of 21 months experience in this occupation. 11 out of 11 responding employers do not allow experience in related fields to substitute for previous experience.

### License/Certification

Hairstylists must pass an examination given by the California Board of Cosmetology. The examination is a part written/part practical demonstration of the candidate's ability.

Candidates for examination must hold at least a 10<sup>th</sup> grade education, be at least 17 years old and have completed 1600 hours of approved cosmetology instruction. A less common method of qualifying for the examination is to work as an apprentice for two years in a beauty salon under the supervision of a licensed Cosmetologist and attend 350 hours of classroom instruction.

Cosmetologist licenses are renewed every 2 years.

### Technical Skills

- Ability to follow patron's instructions
- Ability to explain and suggest new products and beauty treatments

# Hairdressers, Hairstylists and Cosmetologists

14 Firms Responding Representing 114 Employees

- Ability to work flexible work hours
- Ability to schedule appointments
- Inventory control on salon products

## Physical Skills

- Ability to stand for 2 hours or more at a time
- Care in handling certain chemical products

## Personal or Other Skills

- Ability to listen carefully to customer's instructions
- Pleasant and friendly manner
- Professional appearance and hygiene
- Neat and orderly work station
- Ability to work independently

## Basic Skills

- Ability to follow oral instructions
- Ability to read and follow directions
- Ability to suggest, advise and explain beauty treatments to customers

Cosmetologists require excellent customer service skills, and must keep current on new styles and products via continuing education. Cosmetologists may also need to purchase their own equipment to perform their job.

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## Supply and Demand

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### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Not Difficult (1.00 on a scale of 4)
- Inexperienced Applicants: Very Difficult (3.33 on a scale of 4)

### Recruitment Methods

13 out of 14 employers responding to this question hire new employees based on the response to newspaper advertisements. 9 out of 14 employers responding to this question hire based on referrals from current employees. 8 out of 14 employers responding to this question hire via direct referrals from schools and programs.

### Annual Turnover

Employers responding to the survey report a 32.1% annual turnover rate.

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## Size of Occupation

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### Size of Occupation

- 120-190 employees (large)

### Gender

- 2% Male, 98% Female

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## Where The Jobs Are

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### The major employing industries include:

- Beauty shops, and
- Department stores.

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## Projections

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### Annual Job Growth Rate

- 2.83 times the average (much faster than average)

### Number of New Hires in the Last Year: 43

- Promotions: 7
- Employees Leaving: 27
- New Positions: 8
- Temporary: 1

### Projected Job Openings (Through 2002)

- Job Openings from Growth: 70 positions
- Job Openings from Separations: 30 positions

### Employer Projected Occupation Growth

7 out of 14 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 7 out of 14 employers project their employment in this occupation will grow over the next 24 months.

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## Other Information

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### Promotional Opportunities

10 out of 14 employers promote from this occupation to other positions, such as:

- Assistant or Shift Manager,
- Salon or Store Manager, and
- General Manager.



# Hand Packers and Packagers

Alternative Titles: Packaging/Shipping and Receiving Room Workers, Packer/Shipper, Inserters, Courtesy Clerks.

OES Code: 989020

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## Description

Hand Packers and Packagers pack or package by hand a wide variety of products and materials. Does not include workers whose jobs require more than minimum training.

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## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$6.25-\$7.79	\$7.00
New Hires, Experience	\$6.25-\$10.25	\$7.25
3+ Years Experience w/Firm	\$6.25-\$12.83	\$8.00

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	29 %	18 %	0 %	29 %
Dental	24 %	12 %	6 %	35 %
Vision	6 %	0 %	0 %	71 %
Life Insurance	12 %	0 %	0 %	65 %
Sick Leave	24 %	6 %	0 %	47 %
Vacation	47 %	6 %	0 %	24 %
Retirement Plan	6 %	12 %	0 %	59 %
Child Care	0 %	0 %	0 %	76 %

Other employee benefits that may be offered include: 401(k) retirement plans; profit sharing; paid holidays.

### Union/Collective Bargaining

Yes. 1 out of 17 responding employers report that their employees in this occupation are unionized, representing 22% of the workforce.

### Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	51%	40
Part-Time	38%	26
Temporary/On-Call	6%	40
Seasonal	5%	11

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## Employer Requirements

### Education

7 out of 17 responding employers require a high school diploma or equivalent. 10 out of 17 responding employers accept less than a high school education.

### Training

None of the 17 responding employers require training. 1 out of 5 responding employers will accept an average of 3 months of training as a substitute for work experience.

### Experience

2 out of 17 responding employers require and 3 out of 17 responding employers prefer an average of 5 months experience in this occupation. 1 out of 5 responding employers will allow an average of 6 months of any job experience to substitute for previous experience.

### License/Certification

None required.

### Technical Skills

- Good hand eye coordination
- Proper handling of customer packaging

### Physical Skills

- Ability to stand continuously for 2 or more hours
- Ability to sit continuously for 2 or more hours
- Ability to lift at least 50 pounds repeatedly

### Personal or Other Skills

- Willingness to work with close supervision
- Ability to work independently

### Basic Skills

- Basic math – ability to measure and count
- Ability to read and follow instructions
- Ability to write legibly
- Oral communications skills

# Hand Packers and Packagers

17 Firms Responding Representing 171 Employees

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## Supply and Demand

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### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Not Difficult (1.50 on a scale of 4).
- Inexperienced Applicants: Moderately Difficult (2.33 on a scale of 4).

### Recruitment Methods

10 out of 17 responding employers hire new employees based on ads placed in newspapers.  
9 out of 17 responding employers recruit new staff through the Employment Development Department.  
8 out of 17 employers hire staff either based on employee referrals or walk-in applicants.

### Annual Turnover

Employers responding to the survey report a 33.3% annual turnover rate.

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## Size of Occupation

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### Size of Occupation

- 200 – 230 (large).

### Gender

- 29% Male, 71% Female.

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## Where The Jobs Are

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### The major employing industries include:

- Grocery Stores,
- Personnel Supply Services, and
- Retail Stores.

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## Projections

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### Annual Job Growth Rate

- 1.07 times the average (average).

### Number of New Hires in the Last Year: 80

- Promotions: 16
- Employees Leaving: 35
- New Positions: 18
- Temporary: 11

### Projected Job Openings (Through 2006)

- Job Openings from Growth: 30 positions
- Job Openings from Separations: 40 positions

### Employer Projected Occupation Growth

13 out of 17 responding employers project their employment in this occupation will remain stable over the next 24 months. 4 out of 17 responding employers project their employment in this occupation will grow over the next 24 months.

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## Other Information

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### Computer Software Skills

4 of the responding employers seek skills in business related programs (Name Varies by Company). 2 responding employers state the importance of skills in word processing (Word), and database management (Access). 1 employer stated that they seek spreadsheet skills (Excel) in applicants.

### Promotional Opportunities

11 out of 17 employers promote from this occupation to other positions, such as:

- Food Clerk,
- Sales Representative, and
- Supervisor/Manager.

# Heating, Air Conditioning, Refrigeration Mechanics and Installers

Alternative Titles: Service Technicians, Journey-Level Service Technicians, Mechanical Craftworkers

OES Code: 859020

## Description

Heating, Air Conditioning, and Refrigeration (aka HACR) Mechanics and Installers install and repair heating, air conditioning, and refrigeration systems. Their duties may include installation and repair of oil burners, hot-air furnaces, heating stoves, and similar equipment in homes and commercial establishments using hand and pipe threading tools. They may also install and repair cooling and central air conditioning systems. This description does not include workers who do only plumbing and pipefitting work.

## Wages and Benefits

### Hourly Wages (Non-Union)

	Range	Median
New Hires, No Experience	\$ 6.00-\$ 8.00	\$ 7.51
New Hires, Experience	\$ 7.00-\$16.00	\$12.53
3+ Years Experience w/Firm	\$14.00-\$20.65	\$15.06

### Hourly Wages (Union)

	Range	Median
New Hires, No Experience	\$20.15-\$20.15	\$20.15
New Hires, Experience	\$12.84-\$30.70	\$14.68
3+ Years Experience w/Firm	\$13.48-\$34.72	\$17.90

Note: Union wages reflect contracts with three different unions. Only a few union employers on the best-paying contract hire employees with no experience, resulting in the abnormal "New Hires, No Experience" range above.

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	60 %	20 %	0 %	20 %
Dental	33 %	13 %	0 %	53 %
Vision	13 %	13 %	0 %	73 %
Life Insurance	40 %	0 %	0 %	60 %
Sick Leave	27 %	0 %	0 %	73 %
Vacation	67 %	0 %	0 %	33 %
Retirement Plan	33 %	33 %	7 %	27 %
Child Care	0 %	0 %	7 %	93 %

Other employee benefits that may be offered include: holiday pay; performance bonuses; and commissions.

### Union/Collective Bargaining

Yes, 3 out of 15 responding employers report their employees in this occupation are unionized, representing 12% of the workforce.

## Employment Status and Average Weekly Hours:

	% of Employees	Weekly Hours
Full-Time	87%	39
Part-Time	9%	24
Temporary/On-Call	2%	40
Seasonal	2%	25

## Employer Requirements

### Education

14 out of 15 responding employers require at least a high school diploma or equivalent. 1 out of 15 responding employers requires a two-year associate degree. 1 out of 15 responding employers accepts less than a high school education.

### Training

9 out of 15 responding employers require and 2 out of 15 employers prefer employees to have an average of 23 months training in HAC mechanics and installation. 6 out of 13 responding employers allow an average of 24 months training to substitute for previous work experience.

### Experience

6 out of 15 responding employers require and 7 out of 15 employees prefer an average of 34 months experience in this occupation. 6 out of 13 responding employers allow an average of 26 months experience in related fields such as: plumbing, welding, or electrical to substitute for previous experience.

### License/Certification

The usual training for HACR mechanics in unionized areas is completion of a 4 to 5 year apprenticeship. Applicants must be at least 18 years old and achieve passing scores on written and oral examinations measuring both knowledge and motivation to enter the program. Apprenticeships consist of classroom work combined with on-the-job training. This certification is also available at community colleges and regional occupational programs.

### Technical Skills

- Ability to measure distance, angles, circles, arcs, temperature, weight, volume and pressure
- Identification and interpretation of geometric figures, graphs, scales, and gauge indications
- Install, maintain and repair equipment
- Ability to read blueprints, design specifications and manufacturer instructions
- Ability to install in residential and commercial settings
- Knowledge of new systems and installation
- Ability to read and understand building codes and regulations
- Hold a valid drivers license

# Heating, Air Conditioning, Refrigeration Mechanics and Installers

15 Firms Responding Representing 102 Employees

- Bondable

## Physical Skills

- Ability to work outdoors in types of weather
- Physically fit for lifting and moving heavy pieces of equipment
- Ability to work on ladders or scaffolding
- Ability to work in awkward or cramped positions

## Personal or Other Skills

- Ability to work independently
- Ability to understand technical information
- Ability to analyze and locate problems
- Ability to keep technical and diagnostic notes
- Ability to compile data for reports, records, warranties, invoices and contracts
- Understand the principles of heat transfer, combustion, temperature, pressure, electricity and magnetism
- Customer service

## Basic Skills

- Ability to apply math concepts, compute formulas and equations
- Ability to read and follow directions
- Ability to write legibly
- Oral communications

## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.50 on a scale of 4)
- Inexperienced Applicants: Very Difficult (3.67 on a scale of 4)

### Recruitment Methods

8 out of 15 employers responding to this question hire new employees based on responses to newspaper advertisements and referrals from current employees. 7 out of 15 employers responding to this question hire through walk-in applicants.

### Annual Turnover

Employers responding to the survey report a 10.3% annual turnover rate.

## Size of Occupation

### Size of Occupation

- 40-50 employees (small)

Note: Unanticipated recent growth in this occupation has caused current employment to outpace previous occupational estimates.

### Gender

- 93% Male, 7% Female

## Where The Jobs Are

### The major employing industries include:

- Plumbing, heating and air conditioning firms,
- General construction, and
- Junior colleges.

## Projections

### Annual Job Growth Rate

- 1.21 times the average (faster than average)

### Number of New Hires in the Last Year:

	25
• Promotions:	6
• Employees Leaving:	3
• New Positions:	15
• Temporary:	1

### Projected Job Openings (Through 2002)

- Job Openings from Growth: 10 positions
- Job Openings from Separations: 10 positions

### Employer Projected Occupation Growth

8 out of 15 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 5 out of 15 employers project their employment in this occupation will grow over the next 24 months. 2 out of 15 employers project their employment in this occupation will decline over the next 24 months.

## Other Information

### Promotional Opportunities

11 out of 15 employers promote from this occupation to other positions, such as:

- Journey-Level, Installer or Service Technician,
- Supervisor or Foreperson, and
- Shop or Service Manager.

# Home Health Aides

Alternative Titles: Certified Home Health Aides, Caregivers, Resident Assistants

OES Code: 660110

## Description

Home Health Aides care for elderly, convalescent, or handicapped persons in the home of patient. They perform duties for patients such as changing bed linen, preparing meals, assisting in and out of bed, bathing, dressing, grooming, and assisting with medications under doctors' orders or direction of nurse. This description does not include Nursing Aides and Homemakers.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75-\$6.50	\$6.00
New Hires, Experience	\$5.75-\$8.00	\$6.50
3+ Years Experience w/Firm	\$6.00-\$8.72	\$7.25

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	16 %	26 %	11 %	37 %
Dental	5 %	16 %	5 %	63 %
Vision	0 %	16 %	5 %	68 %
Life Insurance	5 %	16 %	5 %	63 %
Sick Leave	26 %	11 %	0 %	53 %
Vacation	53 %	11 %	0 %	26 %
Retirement Plan	0 %	11 %	0 %	79 %
Child Care	0 %	0 %	0 %	89 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	0 %	5 %	5 %	74 %
Dental	0 %	5 %	0 %	79 %
Vision	0 %	5 %	0 %	79 %
Life Insurance	0 %	5 %	5 %	74 %
Sick Leave	11 %	0 %	0 %	74 %
Vacation	21 %	0 %	0 %	63 %
Retirement Plan	0 %	0 %	0 %	84 %
Child Care	0 %	0 %	0 %	84 %

Other employee benefits that may be offered include: performance bonuses; time-off credit; and free meals.

### Union/Collective Bargaining

None. 20 out of 20 employers responding to the survey report their employees in this occupation are non-union.

## Employment Status and Average Weekly Hours

	% of Employees	Weekly Hours
Full-Time	53%	40
Part-Time	30%	24
Temporary/On-Call	17%	25
Seasonal	0%	0

## Employer Requirements

### Education

17 out of 20 responding employers require a high school diploma or equivalent. 3 out of 20 responding employers accept less than a high school education.

### Training

8 out of 20 responding employers either require (6 out of 20) or prefer (2 out of 20) employees have an average of 12 months training as a home health aide. 9 out of 16 responding employers allow an average of 7 months training to be substituted for previous work experience.

### Experience

16 out of 20 responding employers either require (2 out of 20) or prefer (14 out of 20) an average of 8 months experience in this occupation. 10 out of 16 responding employers allow an average of 8 months experience in related fields (housekeeping, nursing aide) to be substituted for previous experience.

### License/Certification

Employees require a Home Health Aide Certificate, issued by the State Department of Health Services. This certificate is earned by completing 120 hours of specialized training in areas such as basic nutrition, meal planning and preparation, home cleaning tasks, and techniques for bathing, turning, and transferring patients.

### Technical Skills

- Safety knowledge in moving and lifting patients
- Necessary patient hygiene care
- Ability to prepare meals including special diets
- Ability to clean and maintain home
- Ability to take and chart patients' vital signs
- Ability to dispense medications
- Ability to keep accurate records

# Home Health Aides

20 Firms Responding Representing 267 Employees

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## Physical Skills

- Ability to bend, lift and move patient in and out of bed, bath and/or wheelchair

## Personal or Other Skills:

- Ability to handle patients' suffering that might be due to physical or emotional problems
- Ability to work independently
- Good listener
- Ability to cook and serve meals

## Basic Skills:

- Ability to read and follow directions
- Oral communications
- Ability to write legibly

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## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.50 on a scale of 4)
- Inexperienced Applicants: Moderately Difficult (2.89 on a scale of 4)

### Recruitment Methods

18 out of 20 employers responding to this question hire new employees based on the response to newspaper advertisements. 11 out of 20 employers responding to this question hire based on referrals from current employees. 9 out of 20 employers responding to this question hire by accepting walk-in applicants.

### Annual Turnover

Employers responding to the survey report a 28.6% annual turnover rate.

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## Size of Occupation

### Size of Occupation

- 100-200 employees (medium-large)  
Note: Unanticipated recent growth in this occupation has caused current employment to outpace previous occupational estimates.

### Gender

- 9% Male, 91% Female

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## Where The Jobs Are

### The major employing industries include:

- Residential care facilities,
- Help supply services (employment agencies),
- Home health care services, and
- General medical and surgical hospitals.

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## Projections

### Annual Job Growth Rate

- 4.86 times the average (much faster than average)

### Number of New Hires in the Last Year: 125

- Promotions: 14
- Employees Leaving: 61
- New Positions: 5
- Temporary: 45

### Projected Job Openings (Through 2002)

- Job Openings from Growth: 100 positions
- Job Openings from Separations: 20 positions

### Employers Projected Occupation Growth

12 out of 20 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 7 out of 20 employers project their employment in this occupation will grow over the next 24 months. 1 out of 20 employers project their employment in this occupation will decline over the next 24 months.

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## Other Information

### Promotional Opportunities

11 out of 20 employers promote from this occupation to other positions, such as:

- Supervisor,
- Head Supervisor, and
- Facility Manager.

# Hotel Desk Clerks

Alternative Titles: Front Desk Associates, Front Desk Clerks, Guest Service Agents, Reservation Clerks

OES Code: 538080

## Description

Hotel Desk Clerks accommodate hotel patrons by registering and assigning rooms to guests, issuing room keys, transmitting and receiving messages, keeping records of rooms occupied and guests' accounts, making and confirming reservations, and presenting statements to and collecting payments from departing guests.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75-\$7.25	\$5.88
New Hires, Experience	\$5.75-\$7.50	\$6.25
3+ Years Experience w/Firm	\$6.25-\$8.50	\$7.25

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	13 %	17 %	4 %	43 %
Dental	9 %	13 %	4 %	52 %
Vision	4 %	13 %	4 %	57 %
Life Insurance	17 %	9 %	4 %	48 %
Sick Leave	17 %	0 %	0 %	61 %
Vacation	35 %	4 %	4 %	35 %
Retirement Plan	4 %	13 %	9 %	52 %
Child Care	0 %	0 %	0 %	78 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	4 %	4 %	4 %	61 %
Dental	4 %	9 %	0 %	61 %
Vision	0 %	9 %	0 %	65 %
Life Insurance	4 %	9 %	0 %	61 %
Sick Leave	9 %	0 %	0 %	65 %
Vacation	35 %	4 %	4 %	30 %
Retirement Plan	0 %	9 %	4 %	61 %
Child Care	0 %	0 %	0 %	74 %

Other employee benefits that may be offered include: free rent and utilities; bereavement time off; reduced rental fees; 401(k) retirement plans; hotel discounts.

### Union/Collective Bargaining

None. 23 out of 23 employers responding to the survey report their employees in this occupation are non-union.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	65%	40
Part-Time	31%	27
Temporary/On-Call	1%	16
Seasonal	3%	31

## Employer Requirements

### Education

16 out of 23 responding employers require at least a high school diploma or equivalent. 7 out of 23 responding employers will accept less than a high school education.

### Training

18 out of 23 responding employers do not require employees have any training. 5 out of 23 responding employers require that employees have an average of 3 months "on-the-job" training prior to employment. 4 out of 12 responding employers allow an average of 3 months training to be substituted for previous work experience.

### Experience

4 out of 23 responding employers require and 8 out of 23 responding employers prefer an average of 7 months experience in this occupation. 10 out of 12 employers allow an average of 8 months experience in related fields (customer service, fast foods, office clerk, receptionist, retail clerk) to be substituted for previous experience.

### License/Certification

None.

### Technical Skills

- Be familiar with business layout
- Safety procedures for personnel and guests
- Computer knowledge
- Money management skills
- Ability to follow billing procedures

### Physical Skills

- Must be able to stand, walk, reach, stoop for shift hours
- Ability to lift up to 20 pounds

# Hotel Desk Clerks

23 Firms Responding Representing 209 Employees

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## Personal or Other Skills

- Understanding of different cultures
- Ability to handle crises situations
- Ability to work independently
- Good grooming
- Public relation skills

## Basic Skills

- Ability to read and follow instructions
- Ability to write legibly
- Oral communication skills
- Good math skills

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## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.75 on a scale of 4).
- Inexperienced Applicants: Moderately Difficult (2.68 on a scale of 4).

### Recruitment Methods

17 out of 23 employers responding to this question hire new employees based on response to newspaper advertisements. 15 out of 23 employers responding to this question hire based on referrals from current employees, and by accepting walk-in applications. 10 out of 23 employers responding to this question hire through job orders placed with the Employment Development Department.

### Annual Turnover

Employers responding to the survey report a 27.5% annual turnover rate.

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## Size of Occupation

### Size of Occupation

- 100-110 employees (medium).

### Gender

- 22% Male, 78% Female.

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## Where The Jobs Are

### The major employing industries include:

- Hotels and motels.

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## Projections

### Annual Job Growth Rate

- 0.63 times the average (slower than average)

### Number of New Hires in the Last Year: 64

- Promotions: 6
- Employees Leaving: 51
- New Positions: 2
- Temporary: 5

### Projected Job Openings (Through 2004)

- Job Openings from Growth: 10 positions
- Job Openings from Separations: 30 positions

### Employer Projected Occupation Growth

22 out of 23 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 1 out of 23 employers project their employment in this occupation will decline over the next 24 months.

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## Other Information

### Promotional Opportunities

9 out of 23 employers promote from this occupation to other positions, such as:

- Shift Managers,
- General Office Clerk,
- Night Auditor,
- Supervisor,
- Desk Supervisor,
- Day Manager, and
- Front Desk Manager.



# Human Service Workers

Alternative Titles: Case managers, Social Worker, Substance Abuse Counselor, Facility Manager, Family/Child Services Assistant.

OES Code: 273080

## Description

Human Service Workers assist Social Group Workers and Caseworkers with developing, organizing, and conducting programs to prevent and resolve problems relevant to substance abuse and human relationships. They provide services to families and clients where the nature of the problem, or relationships involved is less complex or serious by helping them obtain information on the use of social and community related services. They may also recommend additional services. Does not include Residential Counselors and Psychiatric Technicians.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$6.25-\$14.45	\$9.59
New Hires, Experience	\$6.50-\$15.83	\$11.60
3+ Years Experience w/Firm	\$8.00-\$19.10	\$14.77

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	56 %	25 %	0 %	6 %
Dental	19 %	19 %	19 %	31 %
Vision	31 %	19 %	0 %	38 %
Life Insurance	44 %	6 %	13 %	25 %
Sick Leave	69 %	6 %	6 %	6 %
Vacation	69 %	6 %	0 %	13 %
Retirement Plan	19 %	6 %	19 %	44 %
Child Care	0 %	0 %	0 %	88 %

Other employee benefits that may be offered include: Paid holidays, employer pays for more training and certification, and insurance allowance.

### Union/Collective Bargaining

Yes, 2 out of 16 responding employers report that their employees in this occupation are unionized, representing 52% of the workforce.

### Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	86%	40
Part-Time	14%	21
Temporary/On-Call	0%	40
Seasonal	0%	0

## Employer Requirements

### Education

5 out of 16 responding employers require a high school diploma or equivalent. Only 1 out of 16 responding employers will accept less than a high school education. 2 out of 16 require an Associate Degree. 6 out of 16 require a Bachelor Degree and 2 out of 16 require Graduate Study.

### Training

10 out of 16 responding employers require an average of 25 months training. 6 out of 15 responding employers will accept an average of 19 months of training to substitute for experience. 9 out of 15 responding employers will not accept training to substitute for experience.

### Experience

10 out of 16 responding employers require and 5 out of 16 responding employers prefer an average of 18 months experience in this occupation. 7 out of 15 responding employers will allow an average of 17 months experience in related fields such as: nursing, teaching, or social welfare worker to substitute for previous experience.

### License/Certification

Yes, certification may be required depending upon the level of responsibility of the position. The Board of Behavioral Science Examiners regulates and licenses the practice of clinical social workers, marriage, family and child counselors and educational psychologists. Registration as an Associate or Intern may be required. Other educational requirements, fingerprint clearance and supervised training may also be required.

### Technical Skills

- Record keeping skills
- Knowledge of geriatrics
- Knowledge of veterans services
- Ability to treat substance abuse
- Knowledge of protective services for children and adults
- Ability to interview others for information
- Possession of a valid driver's license
- Ability to write effectively

# Human Service Workers

16 Firms Responding Representing 254 Employees

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## Physical Skills

- Ability to work long hours and some weekends
- Ability to help clients with daily needs

## Personal or Other Skills

- Understanding a variety of cultures
- Willingness to work with close supervision
- Ability to work independently

## Basic Skills

- Ability to think logically
- Basic math
- Ability to read and follow instructions
- Ability to write legibly
- Oral Communication skills

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## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.4 on a scale of 4).
- Inexperienced Applicants: Moderately Difficult (2.7 on a scale of 4).

### Recruitment Methods

11 out of 16 responding employers hire new employees based on newspaper ads. 9 out of 16 responding employers hire new employees through current employee referrals. 6 out of 16 responding employers hire new employees based on in-house promotion or transfers.

### Annual Turnover

Employers responding to the survey report a 16.8 % annual turnover rate.

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## Size of Occupation

### Size of Occupation

- 160 – 240 employees (large)

### Gender

- 31 % Male, 69 % Female.

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## Where The Jobs Are

The major employing industries include:

- Individual and Family Social Services,
- Social Services, and
- Residential Care Facilities.

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## Projections

### Annual Job Growth Rate

- 3.57 times the average (much faster than average)

### Number of New Hires in the Last Year: 63

- Promotions: 7
- Employees Leaving: 32
- New Positions: 22
- Temporary: 2

### Projected Job Openings (Through 2006)

- Job Openings from Growth: 80 positions
- Job Openings from Separations: 40 positions

### Employer Projected Occupation Growth

8 out of 16 responding employers project their employment in this occupation will remain stable over the next 24 months. 7 out of 16 responding employers project growth over the next 24 months. 1 out of 16 responding employers project their employment in this occupation will decline over the next 24 months.

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## Other Information

### Computer Software Skills

12 of the responding employers seek employees with word processing skills (Word), 8 employers seek employees with spreadsheet skills (Excel), 4 mention database (Access) skills, and 5 indicate that desktop publishing is desirable.

### Promotional Opportunities

9 out of 16 employers promote from this occupation to other positions, such as:

- Supervising Intake Worker,
- Program Manager/Director, and
- Regional Director.

# Instructional Aides

Alternative Titles: Instructional Paraprofessional, Teacher's Aid, Educational Aid.

OES Code: 315211

## Description

Instructional Aides work under the direct supervision of classroom teachers to assist the teacher in instructional tasks, and activities involving games, sports, arts and crafts. They also do routine clerical tasks such as record keeping, maintaining classroom supplies, and operating office equipment. They may assist teachers with the instruction of mentally or physically handicapped pupils.

## Wages and Benefits

### Hourly Wages (Union)

	Range	Median
New Hires, No Experience	\$7.20-\$9.01	\$8.28
New Hires, Experience	\$7.94-\$10.00	\$9.10
3+ Years Experience w/Firm	\$7.94-\$13.11	\$9.74

### Hourly Wages (Non-Union)

	Range	Median
New Hires, No Experience	\$6.25-\$9.00	\$7.40
New Hires, Experience	\$6.50-\$10.00	\$7.92
3+ Years Experience w/Firm	\$7.00-\$11.00	\$8.00

Benefits	Full-Time		Part-Time	
	Employer Pays All	Share Cost	Employer Pays All	Share Cost
Medical	20 %	7 %	7 %	33 %
Dental	13 %	7 %	7 %	33 %
Vision	13 %	7 %	7 %	33 %
Life Insurance	13 %	7 %	7 %	20 %
Sick Leave	33 %	0 %	40 %	13 %
Vacation	33 %	0 %	33 %	7 %
Retirement Plan	7 %	7 %	7 %	33 %
Child Care	7 %	7 %	0 %	7 %

Other employee benefits that may be offered include:  
Paid holidays.

### Union/Collective Bargaining

Yes. 8 out of 15 responding employers report that their employees in this occupation are unionized, representing 84% of the workforce.

### Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	15%	32
Part-Time	85%	20
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

All 15 out of 15 responding employers require a high school diploma or equivalent. None of the 15 responding employers accept less than a high school education.

### Training

4 out of 9 responding employers will accept an average of 8 months of training to substitute for experience. 3 out of 15 responding employers require and 1 out of 15 responding employers prefer that employees have an average of 11 months training to substitute for experience.

### Experience

2 out of 15 responding employers require and 7 out of 15 responding employers prefer an average of 11 months experience in this occupation. 4 out of 9 responding employers will allow an average of 9 months of experience in related fields such as: day care worker to substitute for previous experience.

### License/Certification

A State mandated license is not required; however state law requires applicants to obtain a certificate of proficiency from the County Office of Education by passing a test in basic reading, language and math.

### Technical Skills

- Ability to apply teaching techniques
- Knowledge of early childhood development
- Ability to operate audiovisual equipment
- Oral reading
- Musical and art skills
- Classroom management
- Record keeping
- Ability to administer emergency first aid
- Possession of an Early Childhood Development Certificate
- Ability to write effectively
- Ability to type at least 45 wpm

# Instructional Aides

15 Firms Responding Representing 223 Employees

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## Physical Skills

- Pass a pre-employment physical examination

## Personal or Other Skills

- Understanding a variety of cultures
- Ability to handle crisis situations
- Willingness to work under close supervision
- Ability to work independently
- Ability to exercise patience

## Basic Skills

- Basic math
- Able to read and follow instructions
- Able to write legibly
- Oral communication

---

## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Not Difficult (1.50 on a scale of 4).
- Inexperienced Applicants: Not Difficult (1.83 on a scale of 4).

### Recruitment Methods

12 out of 15 responding employers hire new employees based on ads placed in newspapers. 8 out of 15 responding employers hire new employees through employee referrals. 6 out of 15 responding employers hire new employees based on school or program referrals.

### Annual Turnover

Employers responding to the survey report a 15.2% annual turnover rate.

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## Size of Occupation

### Size of Occupation

- 700 – 750 employees (very large).

### Gender

- 4% Male, 96% Female.

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## Where The Jobs Are

### The major employing industries include:

- Elementary and Secondary Schools, and
- Child Day Care Services.

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## Projections

### Annual Job Growth Rate

- 0.51 times the average (slower than average)

### Number of New Hires in the Last Year:

	44
• Promotions:	3
• Employees Leaving:	29
• New Positions:	12
• Temporary:	0

### Projected Job Openings (Through 2006)

- Job Openings from Growth: 50 positions
- Job Openings from Separations: 60 positions

### Employer Projected Occupation Growth

12 out of 15 responding employers project that their employment in this occupation will remain stable over the next 24 months. 1 out of 15 employers project their employment in this occupation will grow over the next 24 months. 2 out of 15 employers project their employment in this occupation will decline over the next 24 months.

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## Other Information

### Computer Software Skills

6 of the responding employers seek employees with word processing skills. 2 of the responding employers indicate that spreadsheet skills, database skills, desktop publishing, and other educational software skills are helpful.

### Promotional Opportunities

4 out of 15 employers promote from this occupation to other positions, such as:

- Secretary,
- Preschool Teacher, or
- Teacher/Instructor (with appropriate credentialing).

# Laborers, Landscaping and Groundskeeping

Alternative Titles: Gardener/Greens Keeper, Laborer Landscaping, Groundsman, Nursery Laborers.

OES Code: 790410

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## Description

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Landscaping and Groundskeeping Laborers landscape and/or maintain grounds of property using hand or power tools or equipment. May work in nursery facility or at customer location. Workers typically perform a variety of tasks, which may include any combination of the following; sod laying, mowing, trimming, planting, watering, fertilizing, digging, raking, and sprinkler installation. Workers may help brick and stonemasons.

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## Wages and Benefits

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### Hourly Wages (Union)

	Range	Median
New Hires, No Experience	\$8.83-	\$8.83
New Hires, Experience	\$11.00-\$11.54	\$11.24
3+ Years Experience w/Firm	\$11.87-\$15.00	\$13.38

### Hourly Wages (Non-Union)

	Range	Median
New Hires, No Experience	\$6.25-\$8.00	\$7.25
New Hires, Experience	\$7.00-\$9.00	\$8.00
3+ Years Experience w/Firm	\$8.00-\$10.42	\$9.75

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	23 %	23 %	8 %	46 %
Dental	23 %	8 %	0 %	69 %
Vision	15 %	8 %	0 %	77 %
Life Insurance	23 %	8 %	0 %	69 %
Sick Leave	38 %	0 %	0 %	62 %
Vacation	62 %	0 %	0 %	38 %
Retirement Plan	0 %	23 %	8 %	69 %
Child Care	0 %	0 %	0 %	100 %

Other employee benefits that may be offered include: AFLAC Insurance.

### Union/Collective Bargaining

Yes. 3 out of 13 responding employers report that employees in this occupation are unionized, representing 29% of the workforce.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	94%	40
Part-Time	3%	20
Temporary/On-Call	0%	0
Seasonal	2%	40

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## Employer Requirements

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### Education

9 out of 13 responding employers require a high school diploma or equivalent. 4 out of 13 responding employers accept less than a high school education.

### Training

3 out of 8 responding employers accept an average of 5 months of training. Only 1 out of 13 responding employers require employees have an average of 24 months vocational training. 12 out of 13 responding employers require no training prior to employment.

### Experience

3 out of 13 responding employers require and 5 out of 13 responding employers prefer an average of 16 months experience in this occupation. 3 out of 8 responding employers will allow an average of 12 months experience in related fields to substitute for experience.

### License/Certification

Yes. Certification may be required for landscape or groundskeeping workers who apply pesticides, herbicides or fungicides. The state-mandated certificate may be obtained by passing a Qualified Applicator Certificate test in the appropriate category.

### Technical Skills

- Knowledge of horticulture
- Lawn and garden care skills
- Pruning skills
- Plumbing repair skills
- Knowledge of gardening tools
- Able to operate tractors
- Knowledge of pesticides and herbicides
- Sprinkler system installation and repair skills

# Laborers, Landscaping and Groundskeeping

15 Firms Responding Representing 122 Employees

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## Physical Skills

- Ability to lift at least 75 pounds repeatedly
- Ability to work outdoors in all types of weather
- Ability to bend, lift, and stoop

## Personal or Other Skills

- Possession of a valid driver's license
- Possession of a reliable vehicle
- Willingness to work under close supervision
- Public contact skills

## Basic Skills

- Able to read and follow instructions
- Able to write legibly
- Basic math
- Oral communication skills

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## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.75 on a scale of 4).
- Inexperienced Applicants: Very Difficult (3.00 on a scale of 4).

### Recruitment Methods

11 out of 13 responding employers hire based on employee referrals. 9 out of 13 responding employers staff through ads placed in newspapers. 6 out of 13 employers responding to this question hire new employees through walk-in applicants.

### Annual Turnover

Employers responding to the survey report a 27.1% annual turnover rate.

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## Size of Occupation

### Size of Occupation

- 560 – 630 (very large)

### Gender

- 96% Male, 4% Female.

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## Where The Jobs Are

### The major employing industries include:

- Amusement and Recreational Service,
- Landscape and Horticultural Service,
- Local Government, and
- Residential and Building Construction.

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## Projections

### Annual Job Growth Rate

- 0.89 times the average (slower than average)

### Number of New Hires in the Last Year:

• Promotions:	3
• Employees Leaving:	29
• New Positions:	4
• Temporary:	3

### Projected Job Openings (Through 2006)

- Job Openings from Growth: 70 positions
- Job Openings from Separations: 130 positions

### Employer Projected Occupation Growth

8 out of 13 responding employers project their employment in this occupation will remain stable over the next 24 months. 5 out of 13 employers project growth over the next 24 months.

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## Other Information

### Computer Software Skills

None of the responding employers in this occupation indicate that computer skills are necessary.

### Promotional Opportunities

14 out of 15 responding employers promote from this occupation to other positions, such as:

- Crew Leader,
- Lead groundskeeper, and
- Landscape Supervisor.

# Legal Secretaries

Alternative Titles: Legal Assistants, Paralegals

OES Code: 551020

## Description

Legal Secretaries prepare legal papers and correspondence of a legal nature, such as summonses, complaints, motions, and subpoenas. They must be familiar with legal terminology, procedures and documents, as well as legal research, and many review law journals and other legal publications to identify court decisions pertinent to pending cases and submit articles to company officials.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75-\$11.20	\$ 7.48
New Hires, Experience	\$7.00-\$13.15	\$10.46
3+ Years Experience w/Firm	\$9.00-\$14.47	\$12.41

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	69 %	13 %	0 %	13 %
Dental	31 %	13 %	0 %	50 %
Vision	13 %	6 %	0 %	75 %
Life Insurance	38 %	0 %	0 %	56 %
Sick Leave	81 %	0 %	0 %	13 %
Vacation	88 %	0 %	0 %	6 %
Retirement Plan	44 %	25 %	0 %	25 %
Child Care	0 %	0 %	0 %	94 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	0 %	6 %	6 %	31 %
Dental	0 %	6 %	0 %	38 %
Vision	6 %	0 %	0 %	38 %
Life Insurance	6 %	0 %	0 %	38 %
Sick Leave	13 %	0 %	0 %	31 %
Vacation	19 %	0 %	0 %	25 %
Retirement Plan	13 %	6 %	0 %	25 %
Child Care	0 %	0 %	0 %	44 %

Other employee benefits that may be offered include: cafeteria benefit plan; and paid holidays.

### Union/Collective Bargaining

Yes, 3 out of 16 employers responding to the survey report their employees in this occupation are unionized, representing 29% of the workforce.

## Employment Status and Average Weekly Hours

	% of Employees	Weekly Hours
Full-Time	90%	38
Part-Time	10%	18
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

16 out of 16 responding employers require at least a high school diploma or equivalent. 3 out of 16 responding employers require a two-year associate degree.

### Training

9 out of 16 responding employers require employees have an average of 23 months training at legal secretary school. 5 out of 14 responding employers allow an average of 14 months training to be substituted for previous work experience.

### Experience

14 out of 16 responding employers either require (5 out of 16) or prefer (9 out of 16) an average of 30 months experience in this occupation. 2 out of 14 responding employers allow an average of 14 months experience in related fields (secretarial) to substitute for previous experience.

### License/Certification

None.

### Technical Skills

- Ability to type 50 to 90 wpm
- Technical legal terminology
- Processing formal legal documents
- Computer knowledge
- Stress management
- Ability and knowledge of scheduling court appearances
- Bookkeeping knowledge
- Case management
- Editing and assembly of legal papers and files
- Ability to take and transcribe accurate notes
- High standard of confidentiality
- Ability to do spreadsheets
- Ability to maintain database files

# Legal Secretaries

16 Firms Responding Representing 69 Employees

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## Physical Skills

- Ability to sit for long periods of time

## Personal or Other Skills

- Ability to work independently
- Ability to work under pressure deadlines
- Ability to handle crisis situations
- Understanding a variety of cultures
- Ability to plan and organize
- Record keeping
- Highly dependable

## Basic Skills

- Ability to read and follow directions
- Ability to write legibly
- Ability to think independently
- Ability to follow oral instructions
- Customer service
- Ability to write effectively
- Problem solving

Employers demand a high standard of accuracy, dependability, and professionalism. They rely on legal secretaries to carry out their work and ensure efficient operation of the law offices.

---

## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.00 on a scale of 4)
- Inexperienced Applicants: Very Difficult (3.00 on a scale of 4)

### Recruitment Methods

10 out of 16 employers responding to this question hire new employees based on the response to newspaper advertisements. 8 out of 16 employers responding to this question staff via referrals from the Redding Legal Secretaries Association. 6 out of 14 employers responding to this question hire based on referrals from current employees.

### Annual Turnover

Employers responding to the survey report a 20.6% annual turnover rate.

---

## Size of Occupation

### Size of Occupation

- 130-150 employees (medium)

### Gender

- 0% Male, 100% Female

---

## Where The Jobs Are

### The major employing industries include:

- Legal services.

---

## Projections

### Annual Job Growth Rate

- 0.75 times the average (slower than average)

### Number of New Hires in the Last Year: 16

- Promotions: 2
- Employees Leaving: 12
- New Positions: 1
- Temporary: 1

### Projected Job Openings (Through 2002)

- Job Openings from Growth: 20 positions
- Job Openings from Separations: 20 positions

### Employer Projected Occupation Growth

16 out of 16 employers responding to this question project their employment in this occupation will remain stable over the next 24 months.

---

## Other Information

### Promotional Opportunities

6 out of 16 employers promote from this occupation to other positions, such as:

- Senior Legal Secretary,
- Office Manager,
- Legal Supervisor, and
- Paralegal.



# Licensed Vocational Nurses

OES Code: 325050

## Description

Licensed Vocational Nurses care for ill, injured, convalescent, and handicapped persons in hospitals, clinics, private homes, sanitariums, and similar institutions.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$ 9.58-\$14.52	\$11.24
New Hires, Experience	\$ 9.50-\$14.52	\$12.25
3+ Years Experience w/Firm	\$10.00-\$16.00	\$14.25

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	25 %	69 %	0 %	6 %
Dental	19 %	56 %	6 %	19 %
Vision	13 %	44 %	13 %	31 %
Life Insurance	25 %	31 %	13 %	31 %
Sick Leave	75 %	0 %	0 %	25 %
Vacation	88 %	0 %	0 %	13 %
Retirement Plan	13 %	50 %	13 %	25 %
Child Care	0 %	0 %	0 %	100 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	0 %	25 %	6 %	25 %
Dental	0 %	25 %	6 %	25 %
Vision	6 %	19 %	0 %	31 %
Life Insurance	6 %	19 %	0 %	31 %
Sick Leave	25 %	0 %	0 %	31 %
Vacation	38 %	0 %	0 %	19 %
Retirement Plan	6 %	19 %	0 %	31 %
Child Care	0 %	0 %	0 %	56 %

Other employee benefits that may be offered include: 401(k) retirement plans; 12 personal days a year (instead of receiving sick leave).

### Union/Collective Bargaining

Yes, 2 out of 16 employers responding to the survey report their employees in this occupation are unionized, representing 21% of the workforce.

### Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	1%	32
Full-Time (35 hrs. or more)	71%	39
Part-Time	16%	22
Temporary/On-Call	13%	28
Seasonal	0%	0

## Employer Requirements

### Education

16 out of 16 responding employers require at least a high school diploma or equivalent. 7 out of 16 responding employers require a two-year associate degree.

### Training

14 out of 16 responding employers require that employees have an average of 23 months training prior to employment. 5 out of 12 responding employers allow an average of 20 months training to be substituted for previous work experience.

### Experience

12 out of 16 responding employers either require (4 of 16) or prefer (8 of 16) an average of 12 months experience in this occupation. 2 out of 12 responding employers allow an average of 12 months experience in related fields (medical assistant, certified nurse's aide) to be substituted for previous experience.

### License/Certification

Employees are required to obtain a Licensed Vocation Nurse license from the Board of Vocational Nursing and Psychiatric Technicians (State of California Department of Consumers Affairs).

To receive the license applicants must pass an examination, undergo a fingerprint check and meet one of the following experience requirements: 1) graduate of accredited California school of vocational nursing; 2) graduate of out-of-state school of vocational nursing; 3) military nursing experience; 4) graduate of approved California school of vocational nursing and 36 months of paid experience; or, 5) equivalent education or experience.

### Technical Skills

- Knowledge of prescribed medicine, injections
- Accurate charting of patients vital signs
- Ability to draw blood
- Ability to insert intravenous fluids
- Awareness of patients condition and act accordingly
- Ability to change surgery dressings when necessary
- Ability to follow doctors' orders
- Ability to care for all conditions of patients
- Working knowledge of medical terminology

# Licensed Vocational Nurses

16 Firms Responding Representing 250 Employees

- Aware of proper techniques for moving and transferring patients
- Knowledge of evacuation routes
- Aware of proper preparation of deceased patients
- Working knowledge of life saving techniques
- Aware of all patients' confidentiality

## Physical Skills

- Knowledge in the proper lifting of patients
- Able to stand, walk, run, stoop, lift, and sit during shift hours

## Personal or Other Skills

- Ability to handle stressful situations
- Ability to work flexible schedules
- Excellent caring and sympathetic attitude
- Able to pay attention to details
- Keeping up to date on training and education
- Ability to work independently
- Ability to interact well with others
- Always aware of safety procedures for self, patients and co-workers

## Basic Skills

- Basic math skills
- Able to read and follow detailed instructions or directions
- Able to write legibly
- Good communications skills

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## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.75 on a scale of 4).
- Inexperienced Applicants: Very Difficult (3.17 on a scale of 4).

### Recruitment Methods

15 out of 16 employers responding to this question hire new employees based on response to newspaper advertisements. 9 out of 16 employers responding to this question hire by accepting walk-in applicants. 7 out of 16 employers responding to this question hire based on referrals from current employees.

### Annual Turnover

Employers responding to the survey report a 33.8% annual turnover rate.

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## Size of Occupation

### Size of Occupation

- 250-290 employees (large).

### Gender

- 16% Male, 84% Female.

---

## Where The Jobs Are

### The major employing industries include:

- Nursing and personal care facilities,
- Hospitals, and
- Home health care services.

---

## Projections

### Annual Job Growth Rate

- 1.01 times the average (average)

### Number of New Hires in the Last Year: 95

- Promotions: 6
- Employees Leaving: 73
- New Positions: 16
- Temporary: 0

### Projected Job Openings (Through 2004)

- Job Openings from Growth: 40 positions
- Job Openings from Separations: 40 positions

### Employer Projected Occupation Growth

10 out of 16 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 6 out of 16 employers project their employment in this occupation will grow over the next 24 months.

---

## Other Information

### Promotional Opportunities

9 out of 16 employers promote from this occupation to other positions, such as:

- Registered Nurse,
- Staff Coordinator,
- Director of Staff Development, and
- Quality Assurance Coordinator.

# Maid and Housekeeping Cleaners

Alternative Titles: Environmental Technicians, Housekeepers, Room Attendants, Unit Assistant Housekeeper

OES Code: 670020

## Description

Maids and Housekeeping Cleaners perform any combination of tasks to maintain rooms in commercial establishments, such as hotels, restaurants and hospitals, in a clean and orderly condition. Their duties include making beds, replenishing linens, cleaning rooms and halls, and arranging furniture.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75-\$7.42	\$6.00
New Hires, Experience	\$5.75-\$7.42	\$6.00
3+ Years Experience w/Firm	\$6.00-\$8.50	\$7.00

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	11 %	37 %	11 %	5 %
Dental	11 %	21 %	21 %	11 %
Vision	5 %	21 %	16 %	21 %
Life Insurance	21 %	21 %	16 %	5 %
Sick Leave	37 %	0 %	0 %	26 %
Vacation	47 %	0 %	0 %	16 %
Retirement Plan	16 %	16 %	16 %	16 %
Child Care	0 %	0 %	0 %	63 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	5 %	5 %	11 %	53 %
Dental	5 %	11 %	5 %	53 %
Vision	0 %	11 %	5 %	58 %
Life Insurance	5 %	11 %	5 %	53 %
Sick Leave	16 %	0 %	0 %	58 %
Vacation	32 %	0 %	0 %	42 %
Retirement Plan	5 %	5 %	11 %	53 %
Child Care	0 %	0 %	0 %	74 %

Other employee benefits that may be offered include: 401(k) retirement plans; free rent and utilities; reduced rental fees; and bereavement time off.

### Union/Collective Bargaining

None. 19 out of 19 employers responding to the survey report their employees in this occupation are non-union.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	3%	32
Full-Time (35 hrs. or more)	27%	40
Part-Time	62%	28
Temporary/On-Call	6%	20
Seasonal	3%	15

## Employer Requirements

### Education

9 out of 19 responding employers require at least a high school diploma or equivalent, although 10 out of 19 responding employers will accept less than a high school education.

### Training

16 out of 19 responding employers do not require any training prior to employment. 3 out of 19 responding employers require an average of 2 months "on-the-job" training prior to employment. 3 out of 9 responding employers allow an average of 2 months training to be substituted for previous work experience.

### Experience

1 out of 19 responding employers require and 8 out of 19 responding employers prefer an average of 5 months experience in this occupation. 7 out of 9 responding employers allow an average of 5 months experience in related fields (private home care, retail clerks, fast food, janitorial) to be substituted for previous experience.

### License/Certification

None.

### Technical Skills

- Understanding of cleaning compounds and solutions
- Knowledge of work safety procedures
- Able to use commercial electric cleaning equipment

# Maids and Housekeeping Cleaners

19 Firms Responding Representing 515 Employees

---

## Physical Skills

- Ability to stand, walk, bend, stoop, reach, push, pull and lift
- Ability to move furniture around
- Ability to remove and re-hang curtains or drapes
- Ability to work at a rapid pace

## Personal or Other Skills

- Ability to work independently
- Ability to pay attention to detail
- Friendly and helpful to guest or patient requests
- Reliable, dependable and honest

## Basic Skills

- Ability to read and follow instructions and directions
- Ability to follow oral instructions

---

## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.0 on a scale of 4).
- Inexperienced Applicants: Moderately Difficult (2.47 on a scale of 4).

### Recruitment Methods

17 out of 19 employers responding to this question hire new employees by accepting walk-in applicants. 15 out of 19 employers responding to this question hire new employees based on referrals from current employees. 12 out of 19 employers responding to this question hire employees based on the response to newspaper advertisements.

### Annual Turnover

Employers responding to the survey report a 35.7% annual turnover rate.

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## Size of Occupation

### Size of Occupation

- 570-640 employees (very large).

### Gender

- 9% Male, 91% Female.

---

## Where The Jobs Are

### The major employing industries include:

- Hotels and motels,
- Services to buildings,
- Miscellaneous personal services, and
- Nursing and personal care facilities.

---

## Projections

### Annual Job Growth Rate

- 0.77 times the average (slower than average)

### Number of New Hires in the Last Year: 225

- Promotions: 52
- Employees Leaving: 127
- New Positions: 14
- Temporary: 32

### Projected Job Openings (Through 2004)

- Job Openings from Growth: 70 positions
- Job Openings from Separations: 80 positions

### Employer Projected Occupation Growth

17 out of 19 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 1 out of 19 employers project their employment in this occupation will decline over the next 24 months. 1 out of 19 employers project their employment in this occupation will grow over the next 24 months.

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## Other Information

### Promotional Opportunities

10 out of 19 employers promote from this occupation to other positions, such as:

- Head Housekeeper,
- Housekeeping Supervisor,
- Nurse Aide,
- Guest Services Representative,
- Front Desk Associate, and
- Desk Clerk.

# Maintenance Repairers – General Utility

Alternative Titles: Maintenance Worker, Apartment Maintenance/Manager, Facilities Custodian, Mechanic.

OES Code: 851320

## Description

General Utility Maintenance Repairers perform work involving two or more maintenance skills to keep the machines, mechanical equipment, and/or structure of an establishment in repair. This occupation is generally found in a small establishment where specialization in maintenance work is impractical. Their duties may involve pipefitting, boilermaking, insulating, welding, machining, machine and equipment repairing, carpentry, and electrical work, as well as planning and laying out of work relating to repairs; repairing electrical and/or mechanical equipment, installing, aligning and balancing new equipment; and repairing buildings, floors, or stairs.

## Wages and Benefits

### Hourly Wages (Union)

	Range	Median
New Hires, No Experience	Not applicable	
New Hires, Experience	\$11.28-\$19.18	\$12.89
3+ Years Experience w/Firm	\$11.28-\$19.18	\$15.64

### Hourly Wages (Non-Union)

	Range	Median
New Hires, No Experience	\$6.25-\$10.30	\$7.00
New Hires, Experience	\$6.25-\$10.70	\$9.52
3+ Years Experience w/Firm	\$7.00-\$19.18	\$11.43

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	47 %	27 %	0 %	20 %
Dental	33 %	13 %	7 %	40 %
Vision	33 %	13 %	7 %	40 %
Life Insurance	40 %	20 %	0 %	33 %
Sick Leave	53 %	0 %	0 %	40 %
Vacation	87 %	0 %	0 %	7 %
Retirement Plan	60 %	0 %	0 %	33 %
Child Care	0 %	0 %	0 %	93 %

Other employee benefits that may be offered include: paid holidays; long-term disability insurance.

### Union/Collective Bargaining

Yes. 4 out of 15 responding employers report their employees in this occupation are unionized, representing 41% of the workforce.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	84%	39
Part-Time	15%	29
Temporary/On-Call	0%	0
Seasonal	1%	40

## Employer Requirements

### Education

10 out of 15 responding employers require a high school diploma or equivalent. 4 out of 15 responding employers accept less than a high school education. 1 out of 15 employers require an Associate Degree.

### Training

2 out of 15 responding employers require and 4 out of 15 employers prefer an average of 17 months training in plumbing, carpentry and electrical skills. Only 1 out of 13 responding employers will accept an average of 6 months training to substitute for previous work experience.

### Experience

10 out of 15 responding employers require and 3 out of 15 responding employers prefer an average of 20 months experience in this occupation. 4 out of 15 responding employers will allow an average of 14 months experience in related fields to be substituted for previous experience.

### License/Certification

None required.

### Technical Skills

- Swimming pool maintenance
- Record keeping skills
- Ability to read blueprints
- Ability to operate power tools
- Ability to repair and install heating and air conditioning systems
- Ability to do cement work
- Arc and gas welding
- Painting
- Carpentry
- Electrical repair
- Plumbing repair

# Maintenance Repairers – General Utility

15 Firms Responding Representing 188 Employees

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## Physical Skills

- Ability to lift at least 50 pounds repeatedly
- Manual dexterity
- Ability to work outside in all types of weather

## Personal or Other Skills

- Ability to provide own hand tools
- Willingness to work under close supervision
- Ability to work independently

## Basic Skills

- Basic math
- Able to read and follow instructions
- Able to write legibly
- Oral communication skills

---

## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.50 on a scale of 4).
- Inexperienced Applicants: Moderately Difficult (2.40 on a scale of 4).

### Recruitment Methods

11 out of 15 responding employers hire new employees based on ads placed in newspapers. 8 out of 15 responding employers staff through employee referrals. 7 out of 15 responding employers hire new employees based on walk-in applicants.

### Annual Turnover

Employers responding to the survey report an 11.8% annual turnover rate.

---

## Size of Occupation

### Size of Occupation

- 690 – 730 (very large)

### Gender

- 91 % Male, 9 % Female.

---

## Where The Jobs Are

### The major employing industries include:

- Elementary and Secondary Schools,
- Eating and Drinking Places,
- Local Government, and
- Hotels and Motels.

---

## Projections

### Annual Job Growth Rate

- .41times the average (slower than average).

### Number of New Hires in the Last Year: 39

- Promotions: 1
- Employees Leaving: 19
- New Positions: 19
- Temporary: 0

### Projected Job Openings (Through 2006)

- Job Openings from Growth: 40 positions
- Job Openings from Separations: 110 positions

### Employer Projected Occupation Growth

12 out of 15 responding employers project their employment in this occupation will remain stable over the next 24 months. 3 out of 15 employers project growth over the next 24 months.

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## Other Information

### Computer Software Skills

Only 2 out of 15 responding employers state that they seek applicants with word processing and other computer skills (relating to the specific workplace).

### Promotional Opportunities

8 out of 15 employers promote from this occupation to other positions, such as:

- Lead worker, and
- Maintenance Supervisor.

# Medical Assistants

Alternative Titles: Certified Medical Assistants, Back Office Medical Assistants, Clinical Assistants

OES Code: 660050

## Description

Medical Assistants perform various duties under the direction of physicians in the examination and treatment of patients. They prepare treatment rooms, inventory supplies and instruments, and set up patients for attention of physician, handing instruments and materials to physician as directed. They may schedule appointments, keep medical records, or perform other clerical duties.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$6.00-\$10.00	\$ 7.50
New Hires, Experience	\$7.00-\$10.00	\$ 9.00
3+ Years Experience w/Firm	\$8.17-\$13.00	\$10.50

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	77 %	23 %	0 %	0 %
Dental	27 %	9 %	14 %	50 %
Vision	23 %	18 %	5 %	55 %
Life Insurance	50 %	9 %	0 %	41 %
Sick Leave	86 %	5 %	0 %	9 %
Vacation	91 %	9 %	0 %	0 %
Retirement Plan	55 %	14 %	9 %	23 %
Child Care	5 %	5 %	9 %	82 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	5 %	5 %	0 %	23 %
Dental	0 %	5 %	0 %	27 %
Vision	0 %	5 %	0 %	27 %
Life Insurance	0 %	0 %	5 %	27 %
Sick Leave	9 %	5 %	5 %	14 %
Vacation	9 %	5 %	5 %	14 %
Retirement Plan	5 %	0 %	0 %	27 %
Child Care	0 %	0 %	0 %	32 %

Other employee benefits that may be offered include: quarterly salary bonuses; and cafeteria benefits plans.

### Union/Collective Bargaining

None. 22 out of 22 employers responding to the survey report their employees in this occupation are non-union.

## Employment Status and Average Weekly Hours

	% of Employees	Weekly Hours
Full-Time (under 35 hrs.)	7%	32
Full-Time (35 hrs. or more)	74%	39
Part-Time	11%	27
Temporary/On-Call	8%	12
Seasonal	0%	0

## Employer Requirements

### Education

22 out of 22 responding employers require at least a high school diploma or equivalent. 1 out of 22 responding employers requires a two-year associate degree.

### Training

15 out of 22 responding employers either require (10 out of 22) or prefer (5 out of 22) employees have an average of 13 months training in medical assisting. 15 out of 22 responding employers allow an average of 10 months training to be substituted for previous work experience.

### Experience

22 out of 22 responding employers either require (2 out of 22) or prefer (20 out of 22) an average of 13 months experience in this occupation. 5 out of 21 responding employers allow an average of 8 months experience in related fields (nurse assistant) to be substituted for previous experience.

### License/Certification

Certification for this occupation from the American Association of Medical Assistants can be acquired through passing a written examination. Certified medical assistants are considered highly qualified.

### Technical Skills

- Medical back office procedures
- Ability to take and record vital signs
- Assist doctor with patient examination
- Run routine lab testing
- Knowledge of medical terminology
- Knowledge of pharmacology
- Ability to assist with the application of dressings
- Ability to handle front desk and clerical duties

# Medical Assistants

22 Firms Responding Representing 114 Employees

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## Physical Skills

- Physical stamina
- Ability to lift, stand, stoop and walk

## Personal or Other Skills

- Ability to relate to patients
- Ability to work independently
- Customer service

## Basic Skills

- Ability to follow oral instructions
- Ability to read and follow directions
- Ability to write legibly
- Basic math

Employers may be willing to train on-the-job, but generally prefer to hire applicants who have gone through an accredited medical assisting program.

This position is a vital part of a medical office and knowledge of front and back office procedures is vital. Computer skills are also invaluable, specifically medical manager, patient record keeping and billing systems.

Medical assistants may be required to wear a uniform that may (or may not) be supplied by the employer.

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## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Not Difficult (1.50 on a scale of 4)
- Inexperienced Applicants: Moderately Difficult (2.58 on a scale of 4)

### Recruitment Methods

19 out of 22 employers responding to this question hire based on referrals from current employees. 14 out of 22 employers responding to this question hire new employees based on the response to newspaper advertisements. 8 out of 14 employers responding to this question staff by accepting walk-in applicants.

### Annual Turnover

Employers responding to the survey report a 20.0% annual turnover rate.

---

## Size of Occupation

### Size of Occupation

- 160-240 employees (large)

### Gender

- 10% Male, 90% Female

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## Where The Jobs Are

### The major employing industries include:

- Offices and clinics of medical doctors, and
- Offices and clinics of optometrists.

---

## Projections

### Annual Job Growth Rate

- 2.43 times the average (much faster than average)

### Number of New Hires in the Last Year: 34

- Promotions: 1
- Employees Leaving: 20
- New Positions: 9
- Temporary: 4

### Projected Job Openings (Through 2002)

- Job Openings from Growth: 80 positions
- Job Openings from Separations: 20 positions

### Employer Projected Occupation Growth

15 out of 22 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 7 out of 22 employers project their employment in this occupation will grow over the next 24 months.

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## Other Information

### Promotional Opportunities

7 out of 22 employers promote from this occupation to other positions, such as:

- Technician,
- Receptionist,
- Manager or Office Manager, and
- Nursing (with additional training).



# Nurse Aides

Alternative Titles: Care Givers, Certified Nurse Aide, Direct Care Staff, Nursing Assistant, Residential Assistants, Unit Technicians

OES Code: 660080

## Description

Nurse Aides work under the direction of nursing or medical staff to provide auxiliary services in the care of patients. They perform duties such as answering patients' call bells, serving and collecting food trays, and feeding patients. Nurse Aides may be called Assistants, Attendants, or Orderlies. Orderlies are primarily concerned with the care of male patients, setting up equipment, and relieving nurses of heavier work. Does not include Psychiatric Aides and Home Health Aides.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$6.00-\$7.70	\$6.63
New Hires, Experience	\$6.00-\$8.00	\$7.00
3+ Years Experience w/Firm	\$7.00-\$9.50	\$8.13

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	17 %	50 %	6 %	22 %
Dental	0 %	39 %	11 %	44 %
Vision	0 %	39 %	11 %	44 %
Life Insurance	11 %	28 %	6 %	50 %
Sick Leave	56 %	0 %	0 %	39 %
Vacation	83 %	0 %	0 %	11 %
Retirement Plan	6 %	22 %	11 %	56 %
Child Care	0 %	0 %	0 %	94 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	6 %	28 %	6 %	44 %
Dental	0 %	22 %	6 %	56 %
Vision	0 %	22 %	6 %	56 %
Life Insurance	11 %	11 %	6 %	56 %
Sick Leave	28 %	0 %	0 %	56 %
Vacation	61 %	0 %	0 %	22 %
Retirement Plan	6 %	11 %	6 %	61 %
Child Care	0 %	0 %	0 %	83 %

Other employee benefits that may be offered include: AFLAC policy offered after 90 days of employment; employees may receive 12 personal days a year (in place of sick leave).

### Union/Collective Bargaining

None. 18 out of 18 employers responding to the survey report their employees in this occupation are non-union.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	1%	32
Full-Time (35 hrs. or more)	70%	39
Part-Time	26%	23
Temporary/On-Call	3%	23
Seasonal	0%	0

## Employer Requirements

### Education

10 out of 18 responding employers require at least a high school diploma or equivalent, although 8 out of 18 responding employers will accept less than a high school education.

### Training

12 out of 18 responding employers require and 2 out of 18 responding employers prefer employees have an average of 4 months training prior to employment. 10 out of 15 responding employers allow an average of 7 months training to be substituted for previous work experience.

### Experience

15 out of 18 responding employers either require (6 out of 18) or prefer (9 out of 18) an average of 9 months experience in this occupation. 9 out of 15 responding employers allow an average of 9 months experience in related fields (caregivers, home health care attendant) to be substituted for previous experience.

### License/Certification

Employees in this occupation require a Nursing Assistant Certification from the Department of Health Services.

Applicants must complete 100 hours of supervised clinical training and 50 hours of classroom training. After students successfully complete a state-approved certified Nurse Assistant Program, the school arranges for the federal exam. Applicants must undergo a criminal background check.

### Technical Skills

- Take accurate vital signs
- Accurate record keeping on patients charts

# Nurse Aides

18 Firms Responding Representing 448 Employees

- Assist patients with personal hygiene
- Assist patients to dress themselves
- Assist patients to feed themselves
- Assist patients to walk, with recreational therapy, and with exercising
- Assist with moving or restraining patients
- Sterilize and assemble treatment trays
- Certified in first aid and CPR

## Physical Skills

- Ability to walk, stand, reaching, pulling and lifting during work hours
- Knowledge of proper lifting and moving procedures
- Following proper procedures for own safety

## Personal or Other Skills

- Ability to work independently
- Ability to work as a team
- Caring and interpersonal skills
- Organizational skills

## Basic Skills

- Ability to read and follow instructions
- Ability to follow oral instructions
- Basic math knowledge

## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.67 on a scale of 4).
- Inexperienced Applicants: Moderately Difficult (2.91 on a scale of 4).

### Recruitment Methods

17 out of 18 employers responding to this question hire new employees based on response to newspaper advertisements. 12 out of 18 employers responding to this question hire based on referrals from current employees. 10 out of 18 employers responding to this question hire by accepting walk-in applicants.

### Annual Turnover

Employers responding to the survey report a 49.8% annual turnover rate.

## Size of Occupation

### Size of Occupation

- 610-780 employees (very large).

### Gender

- 14% Male, 86% Female.

## Where The Jobs Are

### The major employing industries include:

- Nursing and personal care facilities, and
- Hospitals.

## Projections

### Annual Job Growth Rate

- 1.75 times the average (much faster than average)

### Number of New Hires in the Last Year: 233

- Promotions: 16
- Employees Leaving: 197
- New Positions: 20
- Temporary: 0

### Projected Job Openings (Through 2004)

- Job Openings from Growth: 170 positions
- Job Openings from Separations: 70 positions

### Employer Projected Occupation Growth

14 out of 18 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 4 out of 18 employers project their employment in this occupation will grow over the next 24 months.

## Other Information

### Promotional Opportunities

13 out of 18 employers promote from this occupation to other positions, such as:

- Patient Care Technician,
- Certified Nurse Aide,
- Nursing Assistant,
- Shift Supervisor, and
- Assistant Program Director.

# Order Fillers, Wholesale and Retail Sales

Alternative Titles: Warehouse Persons, Yard Fillers, Product Fillers, Counter Sales

OES Code: 580260

## Description

Order Fillers - Wholesale and Retail Sales fill customers' mail and telephone orders from stored merchandise in accordance with specifications on sales slips or order forms. Their duties include computing prices of items, completing order receipts, keeping records of out-going orders, requisitioning additional material, supplies and equipment, and other related tasks. This description does not include laborers, stock clerks, and workers whose primary duties involve weighing and checking.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75-\$ 9.00	\$ 7.38
New Hires, Experience	\$5.75-\$11.00	\$ 8.00
3+ Years Experience w/Firm	\$5.75-\$14.00	\$10.00

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	71 %	24 %	0 %	6 %
Dental	53 %	18 %	12 %	18 %
Vision	29 %	24 %	12 %	35 %
Life Insurance	53 %	0 %	6 %	41 %
Sick Leave	76 %	0 %	0 %	24 %
Vacation	100 %	0 %	0 %	0 %
Retirement Plan	59 %	29 %	6 %	6 %
Child Care	0 %	6 %	6 %	88 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	0 %	0 %	0 %	6 %
Dental	0 %	0 %	0 %	6 %
Vision	0 %	0 %	0 %	6 %
Life Insurance	0 %	0 %	0 %	6 %
Sick Leave	0 %	0 %	0 %	6 %
Vacation	0 %	0 %	0 %	6 %
Retirement Plan	0 %	0 %	0 %	6 %
Child Care	0 %	0 %	0 %	6 %

Other employee benefits that may be offered include: 401(k) retirement plans; performance bonuses; and quarterly bonuses.

### Union/Collective Bargaining

Yes, 1 out of 17 employers responding to the survey report their employees in this occupation are unionized, representing 4% of the workforce.

## Employment Status and Average Weekly Hours

	% of Employees	Weekly Hours
Full-Time	98%	40
Part-Time	1%	20
Temporary/On-Call	0%	0
Seasonal	2%	40

## Employer Requirements

### Education

16 out of 17 responding employers require a high school diploma or equivalent. 1 out of 17 responding employers accepts less than a high school education.

### Training

12 out of 17 responding employers do not require employees to have any training prior to employment. However, 5 out of 17 responding employers either require (2 out of 17) or prefer (3 out of 17) that employees have an average of 9 months training. 7 out of 14 responding employers allow an average of 13 months training to be substituted for previous work experience.

### Experience

14 out of 17 responding employers either require (3 out of 17) or prefer (11 out of 17) an average of 14 months experience in this occupation. 9 out of 14 responding employers allow an average of 15 months experience in related fields (shipping and receiving) to be substituted for previous experience.

### License/Certification

None.

### Technical Skills

- Good verbal communication skills
- Out-going disposition
- Knowledge of merchandise and products
- Computer knowledge
- Good with numbers
- Good phone techniques
- Understand inventory control
- Physical labor duties
- Cash management

### Physical Skills

- Physical ability to sit, stand, bend, lift and walk

# Order Fillers, Wholesale and Retail Sales

17 Firms Responding Representing 101 Employees

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## Personal or Other Skills

- Ability to work independently
- Customer service

## Basic Skills

- Ability to follow oral instructions
- Ability to read and follow directions
- Ability to write legibly
- Oral communication
- Basic math

Employers want employees to know the products they are selling, and to possess basic math skills for simple calculations. Depending on the business, employers may prefer applicants with prior forklift experience, although on-the-job training is often offered.

---

## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (4.00 on a scale of 4)
- Inexperienced Applicants: Moderately Difficult (2.86 on a scale of 4)

### Recruitment Methods

13 out of 16 employers responding to this question hire new employees based on referrals from current employees. 12 out of 16 employers responding to this question staff through in-house promotions and transfers. 9 out of 16 employers responding to this question hire by accepting walk-in applicants.

### Annual Turnover

Employers responding to the survey report a 19.0% annual turnover rate.

---

## Size of Occupation

### Size of Occupation

- 60-60 employees (small)  
Note: Unanticipated recent growth in this occupation has caused current employment to outpace previous occupational estimates.

### Gender

- 84% Male, 16% Female

---

## Where The Jobs Are

### The major employing industries include:

- Plumbing and hydronic heating supplies,
- Grocery and confectionery stores,
- Catalog and mail order houses,
- Motor vehicle part suppliers – new and used,
- Brick, stone and related materials,
- Medical and hospital equipment,
- Electrical apparatus and equipment,
- Lumber and other building materials,
- Farm supplies,
- Stationary stores, and
- Gift, novelty and souvenir shops.

---

## Projections

### Annual Job Growth Rate

- 0.00 times the average (stable: no growth)

### Number of New Hires in the Last Year: 20

- Promotions: 5
- Employees Leaving: 14
- New Positions: 1
- Temporary: 0

### Projected Job Openings (Through 2002)

- Job Openings from Growth: 0 positions
- Job Openings from Separations: 10 positions

### Employer Projected Occupation Growth

14 out of 17 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 3 out of 17 employers project their employment in this occupation will grow over the next 24 months.

---

## Other Information

### Promotional Opportunities

15 out of 17 employers promote from this occupation to other positions, such as:

- Supervisor,
- Warehouse Supervisor,
- Department Manager, and
- Manager.

# Paralegal Personnel

Alternative Titles: Legal Document Assistant, Legal Secretary, Paralegal.

OES Code: 283050

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## Description

Paralegal Personnel assist lawyers by doing research in the preparation of lawsuits and/or legal documents as a career professional, usually having either a four-year college degree or a degree from an institute specializing in the paralegal profession. They may gather research data for use as evidence to formulate defense or to initiate legal action.

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## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$7.00 - \$9.52	\$ 8.26
New Hires, Experience	\$8.00 - \$20.00	\$11.99
3+ Years Experience w/Firm	\$9.00 - \$25.00	\$14.38

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	47 %	12 %	0 %	29 %
Dental	35 %	0 %	0 %	53 %
Vision	18 %	0 %	0 %	71 %
Life Insurance	18 %	0 %	0 %	71 %
Sick Leave	59 %	0 %	0 %	29 %
Vacation	65 %	0 %	0 %	24 %
Retirement Plan	35 %	18 %	0 %	35 %
Child Care	0 %	0 %	6 %	82 %

### Union/Collective Bargaining

None. 17 out of 17 responding employers report that their employees in this occupation are non-union.

### Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	89%	39
Part-Time	11%	26
Temporary/On-Call	0%	0
Seasonal	0%	0

---

## Employer Requirements

### Education

8 out of 17 responding employers require a high school diploma or equivalent. 8 out of 17 responding employers require an Associate Degree. Only 1 out of 17 responding employers required employees to have a Bachelor Degree.

### Training

6 out of 16 responding employers will accept an average of 20 months of training prior to employment. 11 out of 17 responding employers require and 4 out of 17 responding employers prefer an average of 20 months of training as a paralegal, legal assistant or legal document assistant.

### Experience

11 out of 17 responding employers require and 5 out of 17 responding employers prefer an average of 17 months experience in this occupation. 6 out of 15 responding employers will accept an average of 22 months experience as a legal assistant or legal secretary to substitute for previous experience.

### License/Certification

There is no licensing requirement if the legal document assistant works for a member of the State Bar. If the Paralegal is working independently, and they are providing those same services, then they must register as a Legal Document Assistant as per Business and Professional Code Section 6401.6.

### Technical Skills

- Ability to manage multiple priorities.
- Ability to read and comprehend information quickly
- Ability to prepare legal documents and exhibits
- Ability to maintain files and correspondence
- Ability to file pleadings
- Working knowledge of legal terminology
- Ability to conduct research on the Internet
- Ability to interview others for information
- Ability to research appropriate laws, judicial decisions and legal articles
- Ability to draft documents such as contracts, mortgages, wills and trusts
- Specialization in one type or area of law
- Ability to use computer applications in research
- Ability to prepare legal opinions of memoranda

### Physical Skills

- Ability to sit for long periods of time

### Personal or Other Skills

- Ability to work under pressure
- Ability to work independently
- Ability to work as part of a team

# Paralegal Personnel

17 Firms Responding Representing 38 Employees

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## Basic Skills

- Ability to read and follow directions
- Ability to write effectively
- Basic math skills

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## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.82 on a scale of 4).
- Inexperienced Applicants: Moderately Difficult (2.0 on a scale of 4).

### Recruitment Methods

11 out of 17 responding employers hire new employees based on ads placed in newspapers. 6 out of 17 responding employers hire new employees either by recruiting recent graduates of Colleges and Universities or through employee referrals. 5 out of 17 responding employers hire new employees based on in-house promotions or transfers or through the Employment Development Department.

### Annual Turnover

Employers responding to the survey report a 0 % annual turnover rate.

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## Size of Occupation

### Size of Occupation

- 80-110 employees (medium).

### Gender

- 11% Male, 89% Female.

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## Where The Jobs Are

### The major employing industries include:

- Legal Services,
- Federal Government, and
- State Government.

---

## Projections

### Annual Job Growth Rate

- 2.68 times the average (much faster than average).

### Number of New Hires in the Last Year:

- |                      |   |
|----------------------|---|
| • Promotions:        | 3 |
| • Employees Leaving: | 0 |
| • New Positions:     | 3 |
| • Temporary:         | 0 |

### Projected Job Openings (Through 2006)

- Job Openings from Growth: 30 positions
- Job Openings from Separations: 10 positions

### Employer Projected Occupation Growth

15 out of 17 responding employers project their employment in this occupation will remain stable over the next 24 months. 2 out of 17 responding employers project their employment in this occupation will grow over the next 24 months.

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## Other Information

### Computer Software Skills

All responding employers in this occupation seek applicants with word processing skills. 7 responding employers indicate that database skills are important. 6 of the responding employers note that spreadsheet skills are used. 5 of the responding employees listed skills in other software used by legal offices such as: Westlaw, Judicial Council Forms, Westgroup and Lexis.

### Promotional Opportunities

3 out of 17 employers promote from this occupation to other positions, such as:

- Office Manager.
- Advancement in this field requires additional education.

# Personnel, Training, and Labor Relations Managers

Alternative Titles: Human Resource Manager/ Director, Human Resource Administrator/Analyst or Personnel Manager/Supervisor

OES Code: 130050

## Description

Personnel, Training, and Labor Relations Managers plan, organize, direct, control, or coordinate the personnel, training or labor relations activities of an organization. Their work involves establishing employer-relations policies; directing the selection, training, and evaluation of employees; administering benefits, safety, and recreation programs; developing wage and salary schedules; coordinating bargaining activities; and advising on labor contract administration.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	Not applicable	
New Hires, Experience	\$10.36-\$22.60	\$16.53
3+ Years Experience w/Firm	\$10.36-\$35.96	\$18.50

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	67 %	33 %	0 %	0 %
Dental	60 %	20 %	7 %	13 %
Vision	47 %	20 %	7 %	27 %
Life Insurance	87 %	0 %	13 %	0 %
Sick Leave	93 %	0 %	0 %	7 %
Vacation	100 %	0 %	0 %	0 %
Retirement Plan	47 %	33 %	7 %	13 %
Child Care	0 %	0 %	7 %	93 %

Other employee benefits that may be offered include: 401(k) retirement plans; tax-sheltered annuity plans; and profit sharing.

### Union/Collective Bargaining

None. 15 out of 15 employers responding to the survey report their employees in this occupation are non-union.

### Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	100%	40
Part-Time	0%	0
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

3 out of 15 responding employers require a high school diploma or equivalent. 7 out of 15 responding employers require an Associate Degree. 5 out of 15 responding employers require a Bachelor Degree in the area of business, financial accounting, human resources or public relations.

### Training

5 out of 15 responding employers will accept an average of 20 months of training to replace job experience. 3 out of 15 responding employers require, and 2 out of 15 employers prefer an average of 26 months of technical or vocational training prior to employment.

### Experience

11 out of 15 responding employers require, and 4 out of 15 responding employers prefer, an average of 29 months experience in the occupation. 7 out of 14 responding employers will accept an average of 27 months of experience in related positions such as: accounting manager, financial manager or supervisor.

### License/Certification

None.

### Technical Skills

- Business math
- Ability to write job specifications
- Ability to manage an activity or department
- Ability to plan and organize the work of others
- Ability to conduct performance appraisals
- Negotiation
- Understanding labor relations practices
- Understanding of the collective bargaining process
- Ability to explain and follow grievance procedures
- Personnel interviewing
- Understanding of employee benefit programs
- Knowledge of personnel classification procedures
- Ability to hire and assign personnel
- Personnel recruiting
- Ability to write effectively

# Personnel, Training, and Labor Relations Managers

15 Firms Responding Representing 35 Employees

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## Personal or Other Skills

- Leadership skills
- Ability to motivate others
- Willingness to work nights, weekends and holidays
- Willingness to travel
- Ability to work independently
- Ability to work under pressure

## Basic Skills

- Oral communication

---

## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.09 on a scale of 4).
- Inexperienced Applicants: Moderately Difficult (2.0 on a scale of 4).

### Recruitment Methods

13 out of 15 employers responding hire based on responses from newspaper ads. 9 out of 15 employers responding hire based on referrals from current employees. 6 out of 15 employers responding to this question hire candidates for this position through in-house promotions or transfers.

### Annual Turnover

Employers responding to the survey report an 8.6% annual turnover rate.

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## Size of Occupation

### Size of Occupation

- 70-80 employees (small).

### Gender

- 77% Female, 23% Male.

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## Where The Jobs Are

### The major employing industries include:

- Labor organizations
- Hospitals
- Legal services
- Nursing and personal care facilities
- Department stores

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## Projections

### Annual Job Growth Rate

- 1.02 times the average (average).

### Number of New Hires in the Last Year:

- |                      |   |
|----------------------|---|
| • Promotions:        | 3 |
| • Employees Leaving: | 0 |
| • New Positions:     | 3 |
| • Temporary:         | 0 |

### Projected Job Openings (Through 2006)

- Job Openings from Growth: 10 positions
- Job Openings from Separations: 10 positions

### Employer Projected Occupation Growth

11 out of 15 responding employers project their employment in this occupation to remain stable over the next 24 months. 4 out of 15 responding employers project their employment in this occupation will grow over the next 24 months.

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## Other Information

### Computer Software Skills

13 of the responding employers seek employees with word processing skills (Word), 12 employers seek spreadsheet skills (Excel), 8 employers mentioned database management (Access), and 3 noted that Internet proficiency is helpful.

### Promotional Opportunities

8 out of 15 employers promote from this occupation to other positions, such as:

- Branch Manager,
- Chief Operations Officer
- Director, or
- Supervisor.



# Physical Therapists

Alternative Titles: None.

OES Code: 323080

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## Description

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Physical Therapists apply techniques and treatments that help relieve pain, increase the patient's strength, and decreases or prevents deformity and crippling.

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## Wages and Benefits

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### Hourly Wages

	Range	Median
New Hires, No Experience	\$20.00-\$23.00	\$20.14
New Hires, Experience	\$20.00-\$49.00	\$25.00
3+ Years Experience w/Firm	\$23.32-\$49.00	\$30.00

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	21 %	50 %	0 %	0 %
Dental	0 %	36 %	7 %	29 %
Vision	0 %	36 %	7 %	29 %
Life Insurance	7 %	29 %	7 %	29 %
Sick Leave	57 %	14 %	0 %	0 %
Vacation	57 %	7 %	0 %	7 %
Retirement Plan	21 %	29 %	7 %	14 %
Child Care	0 %	0 %	0 %	71 %

### Union/Collective Bargaining

None. 15 out of 15 responding report that their employees in this occupation are non-union.

### Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	52%	40
Part-Time	15%	24
Temporary/On-Call	33%	22
Seasonal	0%	0

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## Employer Requirements

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### Education

6 out of 15 responding employers require an Associate Degree. 7 out of 15 responding employers require a Bachelor Degree. 2 out of 15 responding employers require further education or Graduate Study in Physical Therapy.

### Training

9 out of 15 responding employers require and 1 out of 15 responding employers prefer an average of 28 months of physical therapist training. Only 2 out of 14 responding employers will accept training to substitute for experience in the occupation.

### Experience

11 out of 15 responding employers require and 3 out of 15 responding employers prefer an average of 18 months experience in this occupation. 1 out of 14 responding employers will accept an average of 24 months experience as a Physical Therapy Assistant or Aid to substitute for previous experience.

### License/Certification

Yes. Physical Therapists are required to obtain a license from the Physical Therapy Board of California. Graduation from a board-approved school and passing a written exam is required. A fingerprint/background check is also required. Private practice physical therapy requires certification in order to perform outpatient Medicare services.

### Technical Skills

- Knowledge of geriatrics
- Knowledge of pediatrics
- Knowledge of sports medicine
- Knowledge of cardiac rehabilitation
- Ability to provide safe and effective therapy treatments
- Problem solving skills
- Possession of mechanical aptitude

### Physical Skills

- Manual dexterity
- Ability to safely move patients

### Personal or Other Skills

- Ability to work as a team member

### Basic Skills

- Able to read and follow instructions
- Able to write legibly
- Basic math
- Oral communications skills

# Physical Therapists

15 Firms Responding Representing 86 Employees

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## Supply and Demand

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### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.18 on a scale of 4).
- Inexperienced Applicants: Not Difficult (1.25 on a scale of 4).

### Recruitment Methods

11 out of 15 responding employers hire new staff based on employee referrals. 10 out of 15 responding employers staff through ads placed in newspapers. 5 out of 15 responding employers recruit new employees based on school or program referrals.

### Annual Turnover

Employers responding to the survey report a 22.9% annual turnover rate.

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## Size of Occupation

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### Size of Occupation

- 120-130 employees (medium).

### Gender

- 42% Male, 58% Female.

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## Where The Jobs Are

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### The major employing industries include:

- Hospitals,
- Offices of Health Practitioners,
- Skilled Nursing Facilities, and
- Home Health Care Services.

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## Projections

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### Annual Job Growth Rate

- 0.59 times the average (slower than average).

### Number of New Hires in the Last Year: 23

- Promotions: 0
- Employees Leaving: 19
- New Positions: 3
- Temporary: 1

### Projected Job Openings (Through 2006)

- Job Openings from Growth: 10 positions
- Job Openings from Separations: 10 positions

### Employer Projected Occupation Growth

10 out of 15 responding employers project that their employment in this occupation will remain stable over the next 24 months. 5 out of 15 employers project their employment in this occupation will grow over the next 24 months.

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## Other Information

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### Computer Software Skills

4 of the responding employers seek word processing skills (Word) in applicants. Employers also mentioned the need for skills using the specially designed software for the Physical Therapy profession.

### Promotional Opportunities

5 out of 15 employers promote from this occupation to other positions, such as:

- Team Leader,
- Facility Manager, and
- Supervisor.

# Receptionists and Information Clerks

Alternative Titles: Front Desk Clerks, Office Coordinators, Customer Service Clerks, Front Office Coordinators

OES Code: 553050

## Description

Receptionists and Information Clerks answer inquiries and obtain information for the general public (customers, visitors, and other interested parties) concerning activities conducted at an establishment, such as the location of offices or persons within the firm, departments within the store, or services within the hotel. They may perform a variety of other clerical duties. This description does not include Receptionists who primarily operate switchboards.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$6.00-\$ 8.22	\$7.00
New Hires, Experience	\$7.00-\$ 9.33	\$8.00
3+ Years Experience w/Firm	\$7.90-\$10.57	\$9.50

### Benefits

(Note: 16 employers responded to this survey question.)

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	75 %	19 %	0 %	0 %
Dental	25 %	6 %	13 %	50 %
Vision	13 %	13 %	6 %	63 %
Life Insurance	50 %	6 %	0 %	38 %
Sick Leave	75 %	0 %	0 %	19 %
Vacation	81 %	0 %	0 %	13 %
Retirement Plan	38 %	19 %	13 %	25 %
Child Care	0 %	0 %	13 %	81 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	13 %	19 %	0 %	6 %
Dental	6 %	13 %	0 %	19 %
Vision	6 %	6 %	6 %	19 %
Life Insurance	0 %	13 %	0 %	25 %
Sick Leave	13 %	6 %	0 %	19 %
Vacation	25 %	0 %	0 %	13 %
Retirement Plan	13 %	0 %	6 %	19 %
Child Care	0 %	0 %	0 %	38 %

Other employee benefits that may be offered include: 401(k) retirement plans; cafeteria benefits plan; and performance bonuses.

### Union/Collective Bargaining

None. 17 out of 17 employers responding to the survey report their employees in this occupation are non-union.

## Employment Status and Average Weekly Hours

	% of Employees	Weekly Hours
Full-Time	59%	40
Part-Time	22%	19
Temporary/On-Call	2%	20
Seasonal	17%	40

## Employer Requirements

### Education

16 out of 17 responding employers require a high school diploma or equivalent. 1 out of 17 responding employers requires a two-year associate degree.

### Training

10 out of 17 responding employers do not require employees to have any training prior to employment. However, 7 out of 17 responding employers either require (3 out of 17) or prefer (4 out of 17) that employees have an average of 8 months training as a receptionist (focused on telephone, computer and customer service skills). 6 out of 15 responding employers allow an average of 10 months training to be substituted for previous work experience.

### Experience

15 out of 17 responding employers either require (4 out of 17) or prefer (11 out of 17) an average of 18 months experience in this occupation. 8 out of 15 responding employers allow an average of 14 months experience in related fields (general clerical, office clerk, customer service, medical assistant) to be substituted for previous experience.

### License/Certification

None.

### Technical Skills

- Filing - alphabetic and numeric
- Ability to operate a multi-line phone system
- Ability to use word processing software
- Typing minimum 40wpm
- Professional and friendly image
- Process incoming and outgoing mail
- Ability to take accurate phone messages

### Physical Skills

- Ability to sit for long periods of time
- Ability to bend, stoop, lift, stand and walk

# Receptionists and Information Clerks

17 Firms Responding Representing 41 Employees

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## Personal or Other Skills

- Ability to deal with the public
- Ability to work independently
- Ability to work under pressure

## Basic Skills

- Ability to read and follow directions
- Ability to write legibly
- Ability to follow oral instructions
- Basic math

Receptionists have a variety of job duties that are usually completed at their desks or surrounding area.

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## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.50 on a scale of 4)
- Inexperienced Applicants: Moderately Difficult (2.31 on a scale of 4)

### Recruitment Methods

12 out of 17 employers responding to this question hire new employees based on referrals from current employees. 12 out of 17 employers responding to this question hire through the response to newspaper advertisements. 9 out of 17 employers responding to this question staff by accepting walk-in applicants.

### Annual Turnover

Employers responding to the survey report a 30.0% annual turnover rate.

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## Size of Occupation

### Size of Occupation

- 530-680 employees (very large)

### Gender

- 5% Male, 95% Female

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## Where The Jobs Are

### The major employing industries include:

- Offices and clinics of medical doctors,
- Offices and clinics of dentists,
- Help supply (employment) agencies,
- Legal services,
- Health and allied services,
- Medical laboratories,
- Residential care facilities, and
- Accounting, auditing and bookkeeping firms.

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## Projections

### Annual Job Growth Rate

- 1.38 times the average (faster than average)

### Number of New Hires in the Last Year: 20

- |                      |   |
|----------------------|---|
| • Promotions:        | 3 |
| • Employees Leaving: | 9 |
| • New Positions:     | 1 |
| • Temporary:         | 3 |

### Projected Job Openings (Through 2002)

- Job Openings from Growth: 150 positions
- Job Openings from Separations: 90 positions

### Employer Projected Occupation Growth

13 out of 17 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 4 out of 17 employers project their employment in this occupation will grow over the next 24 months.

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## Other Information

### Promotional Opportunities

12 out of 17 employers promote from this occupation to other positions, such as:

- Unit or General Secretary,
- Legal Secretary,
- Billing, and
- Office Manager.

# Registered Nurses

Alternative Titles: R.N., Nurse, Staff Registered Nurse, Public Health Nurse, Operating or Recovery Room Nurse.

OES Code: 325020

## Description

Registered Nurses administer nursing care to ill or injured persons. This group includes administrative, public health, industrial, private duty, and surgical nurses. Licensing or registration is required. Does not include Nursing Instructors and Teachers.

## Wages and Benefits

### Hourly Wages (Union)

	Range	Median
New Hires, No Experience	\$18.34-\$18.34	\$18.34
New Hires, Experience	\$18.07-\$21.00	\$18.88
3+ Years Experience w/Firm	\$21.09-\$23.72	\$21.96

### Hourly Wages (Non-Union)

	Range	Median
New Hires, No Experience	\$17.00-\$17.75	\$17.38
New Hires, Experience	\$14.35-\$24.50	\$18.36
3+ Years Experience w/Firm	\$16.13-\$27.34	\$20.41

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	27 %	67 %	0 %	7 %
Dental	20 %	60 %	13 %	7 %
Vision	27 %	40 %	20 %	13 %
Life Insurance	33 %	40 %	13 %	13 %
Sick Leave	73 %	13 %	0 %	13 %
Vacation	73 %	20 %	0 %	7 %
Retirement Plan	20 %	33 %	27 %	20 %
Child Care	0 %	0 %	7 %	93 %

Other employee benefits that may be offered include: paid holidays; cafeteria plan insurance package.

### Union/Collective Bargaining

Yes. 3 out of 15 responding employers report that their employees in this occupation are unionized, which represents 85% of the workforce.

### Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	57%	37
Part-Time	23%	28
Temporary/On-Call	19%	19
Seasonal	0%	0

## Employer Requirements

### Education

1 out of 15 responding employers require a high school diploma or equivalent. 13 out of 15 responding employers require an Associate Degree. 1 out of 15 require a Bachelor Degree.

### Training

7 out of 15 responding employers require an average of 27 months of nursing training. Although 5 out of 15 responding employers will accept an average of 26 months of training to substitute for experience; 10 out of 15 responding employers will not accept training to replace experience.

### Experience

11 out of 15 responding employers require and 4 out of 15 responding employers prefer an average of 19 months experience in this occupation. 1 out of 15 responding employers will allow an average of 24 months experience in related fields such as: Licensed Vocational Nurses and certified Nursing Assistant to substitute for previous experience.

### License/Certification

Yes. In order to practice in California, licensing is required and may be obtained from the State Board of Registered Nursing. Requirements include: the satisfactory completion of a board-approved nursing program, passing the state board examination and background check through fingerprinting.

### Technical Skills

- Ability to explain insurance forms
- Ability to plan and organize the work of others
- Ability to monitor and provide personal services to patients
- Ability to administer electro-cardiograph (EKG) test
- Record keeping skills
- Intensive care treatment skills
- Ability to apply transferring techniques moving patients
- Ability to write effectively
- Keeping apprised of new and effective drugs in use

# Registered Nurses

15 Firms Responding Representing 1008 Employees

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## Physical Skills

- Ability to walk and stand for long shifts.

## Personal or Other Skills

- Willingness to work with close supervision
- Ability to work independently
- Ability to work under pressure
- Public content

## Basic Skills

- Able to read and follow instructions
- Able to write legibly
- Basic math skills
- Oral communication skills

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## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.45 on a scale of 4).
- Inexperienced Applicants: Very Difficult (3.5 on a scale of 4).

### Recruitment Methods

14 out of 15 responding employers hire new employees based on ads placed in the newspaper. 7 out of 15 responding employers recruit recent graduates of Colleges and Universities. 6 out of 15 responding employers hire new employees based on ads on the Internet and employee referrals.

### Annual Turnover

Employers responding to the survey report a 12.3% annual turnover rate.

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## Size of Occupation

### Size of Occupation

- 1190 – 1280 employees (very large).

### Gender

- 19% Male, 81% Female.

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## Where The Jobs Are

### The major employing industries include:

- Hospitals, and
- Offices and Clinics of Doctors of Medicine.

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## Projections

### Annual Job Growth Rate

- 0.54 times the average (slower than average).

### Number of New Hires in the Last Year: 202

- Promotions: 1
- Employees Leaving: 117
- New Positions: 47
- Temporary: 37

### Projected Job Openings (Through 2006)

- Job Openings from Growth: 90 positions
- Job Openings from Separations: 140 positions

### Employer Projected Occupation Growth

8 out of 15 responding employers project their employment in this occupation will remain stable over the next 24 months. 7 out of 15 employers project their employment in this occupation will grow over the next 24 months.

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## Other Information

### Computer Software Skills

9 of the responding employers seek skills in word processing (Word. 5 responding employers indicate that spreadsheets skills (Excel) are needed. 4 employers seek database management skills (Access) in employees.

### Promotional Opportunities

11 out of 15 responding employers promote from this occupation to other positions, such as:

- Head Nurse,
- Nurse Manager,
- R.N. Case Manager, and
- Nursing Director.

# Residential Counselors

Alternative Titles: Care Worker, Direct Care Staff, Houseparent, Facility Manager, Residential Staff, Residential Director, Youth Worker.

OES Code: 273070

## Description

Residential Counselors coordinate activities for residents of care and treatment institutions, boarding schools, college fraternities or sororities, children homes or similar establishments. Their work includes developing or assisting in the development of program plans for individuals, maintaining household records and assigning rooms. They counsel residents in identifying and resolving social or other problems. They order supplies and determine need for maintenance, repairs and furnishings.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$6.25-\$ 7.65	\$6.92
New Hires, Experience	\$6.25-\$10.07	\$7.25
3+ Years Experience w/Firm	\$6.25-\$12.00	\$9.00

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	53 %	7 %	0 %	33 %
Dental	20 %	7 %	13 %	53 %
Vision	7 %	13 %	0 %	73 %
Life Insurance	20 %	7 %	7 %	60 %
Sick Leave	47 %	7 %	7 %	33 %
Vacation	60 %	7 %	0 %	27 %
Retirement Plan	7 %	20 %	7 %	60 %
Child Care	0 %	0 %	0 %	93 %

Other employee benefits that may be offered include:  
Room and board.

### Union/Collective Bargaining

None. 15 out of 15 responding employers report their employees in this occupation are non-union.

### Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	77%	41
Part-Time	18%	21
Temporary/On-Call	5%	15
Seasonal	0%	0

## Employer Requirements

### Education

8 out of 15 responding employers require a high school diploma or equivalent. 2 out of 15 responding employers accept less than a high school education. 4 out of 15 require an Associate Degree. 1 out of 15 require a Bachelor Degree.

### Training

5 out of 13 responding employers will accept an average of 17 months training to substitute for experience. 8 out of 13 responding employers do not require any training prior to employment. 6 out of 15 responding employers require and 3 out of 15 prefer that employees have an average of 9 months of educational or vocational training in social work, residential counseling, or Certified Nurse Assistant training.

### Experience

4 out of 15 responding employers require and 9 out of 15 responding employers prefer an average of 13 months experience in this occupation. 8 out of 13 responding employers will allow an average of 14 months experience in related fields such as: child care, teacher aid, or foster care to substitute for previous experience.

### License/Certification

None.

### Technical Skills

- Ability to plan and organize the work of others
- Compiles records of daily activities of residents
- Ability to write effectively
- Problem solving skills
- Ability to implement a progressive discipline process
- Ability to apply stress management techniques

### Personal or Other Skills

- Ability to use logic and analysis to identify the strengths and weaknesses of different approaches.

# Residential Counselors

15 Firms Responding Representing 153 Employees

- Ability to apply active listening skills
- Talking to others to effectively convey information.
- Willingness to work under close supervision.
- Ability to work independently.

## Basic Skills

- Basic math
- Able to read and follow instructions
- Able to write legibly

## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.2 on a scale of 4).
- Inexperienced Applicants: Moderately Difficult (2.8 on a scale of 4).

### Recruitment Methods

11 out of 15 responding employers staff through responses to newspaper advertisements. 8 out of 15 responding employers hire new employees based on referrals from current employees. 6 out of 15 responding employers hire new employees based on referrals from the Employment Development Department.

### Annual Turnover

Employers responding to the survey report a 45.8% annual turnover rate.

## Size of Occupation

### Size of Occupation

- 180-210 employees (large).

### Gender

- 44% Male, 56% Female.

## Where The Jobs Are

### The major employing industries include:

- Residential Care Homes.

## Projections

### Annual Job Growth Rate

- 1.19 times the average (faster than average)

### Number of New Hires in the Last Year: 75

- Promotions: 11
- Employees Leaving: 55
- New Positions: 9
- Temporary: 0

### Projected Job Openings (Through 2006)

- Job Openings from Growth: 30 positions
- Job Openings from Separations: 30 positions

### Employer Projected Occupation Growth

8 out of 15 responding employers project their employment in this occupation will remain stable over the next 24 months. 7 out of 15 employers project their employment in this occupation will grow over the next 24 months. None of the 15 responding employers project that employment in this occupation will decline over the next 24 months

## Other Information

### Computer Software Skills

Only 2 of the responding employers listed basic word processing (Word) and spreadsheet (Excel) skills as helpful in this occupation.

### Promotional Opportunities

10 out of 15 employers promote from this occupation to other positions, (which may require additional education) such as:

- Assistant Administrator,
- Administrator,
- Supervisor, and
- Manager.



# Salespersons – Retail (except Vehicle Sales)

Alternative Titles: Sales/Floor Associate, Sales/Service Clerk, Inside Sales, Counter-person.

OES Code: 490112

## Description

Retail Salespersons, except Vehicle Sales sell a variety of merchandise to the public. They assist the customer in making selections, obtain or receive the merchandise, total the bill, receive the payment in cash or by check or by credit card, operate a cash register, and make change for the customer. They may stock shelves and set up advertising displays. Does not include workers who work primarily as Cashiers.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$6.25-\$8.00	\$6.25
New Hires, Experience	\$6.25-\$10.00	\$7.00
3+ Years Experience w/Firm	\$7.20-\$12.00	\$9.80

Benefits	Full-Time		Part-Time	
	Employer Pays All	Share Cost	Employer Pays All	Share Cost
Medical	27 %	60 %	7 %	33 %
Dental	33 %	53 %	7 %	33 %
Vision	20 %	47 %	0 %	27 %
Life Insurance	27 %	47 %	13 %	27 %
Sick Leave	47 %	27 %	20 %	13 %
Vacation	60 %	27 %	27 %	13 %
Retirement Plan	33 %	40 %	7 %	33 %
Child Care	0 %	0 %	0 %	7 %

Other employee benefits that may be offered include:  
Profit sharing; paid holidays; store discounts.

### Union/Collective Bargaining

None. 15 out of 15 responding employers report that their employees in this occupation are non-union.

### Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	53%	40
Part-Time	46%	22
Temporary/On-Call	0%	0
Seasonal	2%	16

## Employer Requirements

### Education

9 out of 15 responding employers require a high school diploma or equivalent. 6 out of 15 responding employers accept less than a high school education.

### Training

Only 3 out of 9 responding employers requires an average of 6 months training prior to employment. All of the 15 employers responding to the survey do not require any type of vocational training prior to employment.

### Experience

3 out of 15 responding employers require and 6 out of 15 responding employers prefer an average of 10 months experience in this occupation. 4 out of 9 responding employers will allow an average of 5 months experience in related fields to substitute for previous experience.

### License/Certification

None.

### Technical Skills

- Ability to apply sales techniques
- Understanding of inventory techniques
- Ability to use a computer terminal
- Ability to operate a computerized or standard cash register
- Ability to make change

### Physical Skills

- Ability to stand continuously for 2 or more hours
- Ability to lift at least 50 pounds repeatedly
- Ability to meet employer grooming standards

### Personal or Other Skills

- Willingness to work under close supervision
- Ability to work independently

### Basic Skills

- Able to read and follow instructions
- Able to write legibly
- Ability to perform mathematical computations
- Public contact skills
- Customer service skills
- Oral communication skills

# Salespersons – Retail (except Vehicle Sales)

15 Firms Responding Representing 414 Employees

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## Supply and Demand

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### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.0 on a scale of 4).
- Inexperienced Applicants: Moderately Difficult (2.0 on a scale of 4).

### Recruitment Methods

12 out of 15 responding employers find new employees from walk-in applicants. 9 out of 15 responding employers staff through employee referrals. 8 out of 15 responding employers hire new employees through ads placed in newspapers.

### Annual Turnover

Employers responding to the survey report a 17.5% annual turnover rate.

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## Size of Occupation

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### Size of Occupation

- 1790 –2130 (very large).

### Gender

- 28% Male, 72% Female.

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## Where The Jobs Are

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### The major employing industries include:

- Department Stores,
- Shopping Goods Stores, and
- Specialty Retail Stores.

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## Projections

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### Annual Job Growth Rate

- 1.36 (faster than average).

### Number of New Hires in the Last Year: 128

- Promotions: 11
- Employees Leaving: 53
- New Positions: 49
- Temporary: 15

### Projected Job Openings (Through 2006)

- Job Openings from Growth: 340 positions
- Job Openings from Separations: 470 positions

### Employer Projected Occupation Growth

7 out of 15 responding employers project that their employment in this occupation will remain stable over the next 24 months. 8 out of 15 employers project their employment in this occupation will grow over the next 24 months. None of 15 responding employers project their employment in this occupation will decline over the next 24 months.

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## Other Information

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### Computer Software Skills

5 of the reporting employers seek word processing skills (Word) and other program skills, based on what is used at the location. 4 of the employers state that database management skills are valuable and 3 state that spreadsheet skills (Excel) are helpful.

### Promotional Opportunities

14 out of 15 employers promote from this occupation to other positions, (which may require additional education) such as:

- Assistant Manager,
- Sales Manager, and
- Supervisor.

# Secretaries, Except Legal and Medical

Alternative Titles: Administrative Assistants, Administrative Secretary, Executive Secretary, Receptionist

OES Code: 551080

## Description

Secretaries, except Legal and Medical, relieve officials of clerical work and minor administrative and business detail by scheduling appointments, giving information to callers, taking dictation, composing and typing routine correspondence, reading and routing incoming mail, and filing correspondence and other records. They may perform various other assigned clerical duties. Does not include Medical and Legal Secretaries.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$6.25-\$11.37	\$8.00
New Hires, Experience	\$6.25-\$11.91	\$10.00
3+ Years Experience w/Firm	\$8.25-\$15.00	\$12.74

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	50 %	31 %	0 %	13 %
Dental	44 %	25 %	0 %	25 %
Vision	38 %	13 %	6 %	38 %
Life Insurance	50 %	19 %	0 %	25 %
Sick Leave	63 %	6 %	0 %	25 %
Vacation	75 %	6 %	0 %	13 %
Retirement Plan	19 %	44 %	0 %	31 %
Child Care	0 %	0 %	0 %	94 %

Other employee benefits that may be offered include: Bonuses; and long and short-term disability plans, cafeteria benefit plans.

### Union/Collective Bargaining

Yes. 1 out of 16 responding employers report their employees in this occupation are unionized, representing 20% of the employees in this occupation.

### Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	91%	40
Part-Time	9%	27
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

None of the 16 responding employers accept less than a high school education. 14 out of 16 responding employers require a high school diploma or equivalent. Only 1 of 16 responding employers requires an Associate Degree and 1 out of 16 require a Bachelor Degree.

### Training

7 out of 16 responding employers will accept an average of 9 months training to replace experience. However, 9 of the 16 responding employers do not require any training. 4 out of 16 responding employers require and 1 out of 16 responding employers prefer that employees have an average of 11 months technical or vocational training.

### Experience

11 out of 16 responding employers require and 5 out of 16 responding employers prefer an average of 18 months experience in this occupation. 10 out of 16 responding employers will allow an average of 16 months experience in related fields such as: office assistant to substitute for previous experience.

### License/Certification

None is required, however, employers may require certification of typing skills, such as: a typing certificate.

### Technical Skills

- Ability to do alphabetic and numeric filing
- Ability to perform routine, repetitive work
- Ability to operate copy machine
- Ability to use telecommunications systems
- Ability to maintain an appointment calendar
- Ability to type at least 60wpm
- English grammar, spelling and punctuation skills
- Ability to write effectively

### Physical Skills

- Ability to sit continuously for 2 or more hours

### Personal or Other Skills

- Willingness to work under close supervision
- Ability to work independently

# Secretaries, Except Legal and Medical

16 Firms Responding Representing 70 Employees

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## Basic Skills

- Able to read and follow instructions
- Able to write legibly
- Oral communication

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## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.27 on a scale of 4).
- Inexperienced Applicants: Moderately Difficult (2.4 on a scale of 4).

### Recruitment Methods

12 out of 16 responding employers hire new employees based on ads placed in newspapers. 9 out of 16 responding employers staff through walk-in applicants. 7 out of 16 responding employers hire new employees based on employee referrals.

### Annual Turnover

Employers responding to the survey report a 21.2% annual turnover rate.

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## Size of Occupation

### Size of Occupation

- 1140 –1180 employees (very large).

### Gender

- 0% Male, 100% Female.

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## Where The Jobs Are

### The major employing industries include:

- Elementary and Secondary Schools,
- Colleges and Universities
- Local Government, and
- Personnel Supply Services.

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## Projections

### Annual Job Growth Rate

- .25 average (slower than average).

### Number of New Hires in the Last Year: 18

- Promotions: 5
- Employees Leaving: 9
- New Positions: 4
- Temporary: 0

### Projected Job Openings (Through 2006)

- Job Openings from Growth: 40 positions
- Job Openings from Separations: 130 positions

### Employer Projected Occupation Growth

15 out of 16 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 1 out of 16 employers project this occupation will grow over the next 24 months. None of the 16 responding employers project their employment in this occupation will decline over the next 24 months.

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## Other Information

### Computer Software Skills

16 responding employers state that they seek employees with word processing skills including Word and Office. 13 employers state that they seek employees with spreadsheet skills (Excel) and 11 employers note that database management (Access) is important.

### Promotional Opportunities

6 out of 16 employers promote from this occupation to other positions, such as:

- Office Manager, or
- Branch Manager.

# Social Workers – Medical and Psychiatric

Alternative Titles: Advocates-Counselors, Clinician Team Leaders, Counselors, Group Home Social Workers, Substance Abuse Counselors, Therapists

OES Code: 273020

## Description

Medical and Psychiatric Social Workers counsel and aid individuals and families with problems that may arise during or following the recovery from physical or mental illness by providing supportive services designed to help the persons understand, accept, and follow medical recommendations. Includes Chemical Dependency Counselors.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75-\$15.00	\$14.38
New Hires, Experience	\$5.75-\$24.00	\$15.99
3+ Years Experience w/Firm	\$7.50-\$27.00	\$17.34

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	31 %	56 %	6 %	6 %
Dental	6 %	56 %	13 %	25 %
Vision	13 %	31 %	25 %	31 %
Life Insurance	25 %	25 %	25 %	25 %
Sick Leave	88 %	0 %	6 %	6 %
Vacation	88 %	0 %	6 %	6 %
Retirement Plan	31 %	25 %	19 %	25 %
Child Care	0 %	0 %	6 %	94 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	6 %	13 %	0 %	25 %
Dental	0 %	19 %	0 %	25 %
Vision	6 %	6 %	0 %	31 %
Life Insurance	6 %	6 %	0 %	31 %
Sick Leave	13 %	0 %	6 %	25 %
Vacation	13 %	0 %	6 %	25 %
Retirement Plan	13 %	0 %	0 %	31 %
Child Care	0 %	0 %	0 %	44 %

Other employee benefits that may be offered include: 401(k) retirement plan; employee assistance program.

### Union/Collective Bargaining

None. 16 out of 16 employers responding to the survey report their employees in this occupation are non-union.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	75%	40
Part-Time	20%	23
Temporary/On-Call	5%	15
Seasonal	0%	0

## Employer Requirements

### Education

16 out of 16 responding employers require a high school diploma or equivalent. 7 out of 16 responding employers require completion of graduate studies. 6 out of 16 responding employers require a four-year bachelor degree. 1 out of 16 responding employers require a two-year associate degree.

### Training

3 out of 16 responding employers require and 2 out of 16 responding employers prefer an average of 30 months training prior to employment. 8 out of 15 responding employers allow an average of 15 months training to substitute for previous work experience.

### Experience

11 out of 16 responding employers require and 4 out of 16 prefer an average of 19 months experience in this occupation. 3 out of 15 responding employers allow an average of 16 months experience in related fields in counseling or in 12 step programs to substitute for previous experience.

### License/Certification

The Board of Behavioral Sciences (State of California Department of Consumers Affairs) regulates licensing for a Clinical Social Worker Associate (Registration) or for a Clinical Social Worker (License). An Associate registration is for those who are currently in a supervised postgraduate program satisfying the 3200 hours of experience needed to qualify for licensure. Applicants for either registration or licensure must hold a Masters Degree in Social Work from an accredited school or program and undergo a fingerprint check by the Federal Bureau of Investigation.

The registration may be renewed annually for a maximum of 5 years, at which time applicants are expected to qualify for licensure. To obtain a license, applicants must also pass written and oral exams, complete courses in child abuse assessment and reporting, human sexuality, chemical substance dependency, and spousal or partner abuse. Licenses are required for all employees engaging in private practice clinical social work.

# Social Workers – Medical and Psychiatric

16 Firms Responding Representing 118 Employees

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## Technical Skills

- Treat and refer patients with substance abuse problems
- Knowledge of family social work and protective services for children and adults
- Ability to interview others on behalf of patients
- Ability to keep accurate caseload documentation
- Ability to interact with people from all economic, educational and cultural backgrounds

## Physical Skills

- Ability to deal with distraught or hostile people, sordid surroundings, and distressing situations

## Personal or Other Skills

- Ability to work independently
- Ability to apply complex rules and regulations
- Ability to handle crisis situations
- Need to have a caring personality

## Basic Skills

- Ability to read and follow instructions
- Good communication and listening skills
- Knowledge of computers

---

## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.27 on a scale of 4).
- Inexperienced Applicants: Very Difficult (3.6 on a scale of 4).

### Recruitment Methods

13 out of 16 responding employers hire new employees from responses to newspaper ads. 9 out of 16 responding employers hire based on referrals of current employees. 6 out of 16 employers responding to this question hire using the internet.

### Annual Turnover

Employers responding to the survey report a 19.6% annual turnover rate.

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## Size of Occupation

### Size of Occupation

- 70-90 employees (small to medium)

### Gender

- 36% Male, 64% Female.

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## Where The Jobs Are

### The major employing industries include:

- Hospitals,
- Residential care,
- Nursing and personal care facilities, and
- Schools and educational services.

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## Projections

### Annual Job Growth Rate

- 1.80 times the average (much faster than average)

### Number of New Hires in the Last Year: 30

- Promotions: 3
- Employees Leaving: 19
- New Positions: 6
- Temporary: 2

### Projected Job Openings (Through 2004)

- Job Openings from Growth: 20 positions
- Job Openings from Separations: 10 positions

### Employer Projected Occupation Growth

14 out of 16 responding employers project that their employment in this occupation will remain stable over the next 24 months. 2 out of 16 employers project growth over the next 24 months.

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## Other Information

### Promotional Opportunities

7 out of 16 employers promote from this occupation to other positions, such as:

- Program Manager
- Director or Regional Director,
- Administrator.

# Stock Clerks - Stockroom, Warehouse, Storage Yard

Alternative Titles: Merchandise Clerks, Materials Management Coordinators, Replenishment Clerks

OES Code: 580230

## Description

Stock Clerks receive, store, and issue materials, equipment, and other items from stockroom, warehouse, or storage yard, and keep records and compile stock reports. This description does not include stockroom laborers and workers whose primary duties involve shipping, weighing, and checking.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75-\$10.00	\$6.50
New Hires, Experience	\$6.00-\$12.00	\$7.00
3+ Years Experience w/Firm	\$6.50-\$14.50	\$8.00

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	35 %	53 %	0 %	6 %
Dental	47 %	41 %	0 %	6 %
Vision	41 %	35 %	0 %	18 %
Life Insurance	41 %	24 %	12 %	18 %
Sick Leave	65 %	0 %	0 %	29 %
Vacation	88 %	0 %	0 %	6 %
Retirement Plan	53 %	18 %	6 %	18 %
Child Care	6 %	0 %	0 %	88 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	6 %	18 %	0 %	41 %
Dental	6 %	18 %	0 %	41 %
Vision	6 %	12 %	0 %	47 %
Life Insurance	12 %	6 %	6 %	41 %
Sick Leave	12 %	0 %	0 %	53 %
Vacation	24 %	0 %	0 %	41 %
Retirement Plan	12 %	0 %	6 %	47 %
Child Care	6 %	0 %	0 %	59 %

Other employee benefits that may be offered include: 401(k) retirement plans; cafeteria benefit plans; performance bonuses; and stock options plans.

### Union/Collective Bargaining

Yes, 2 out of 17 employers responding to the survey report their employees in this occupation are unionized, representing 3% of the workforce.

## Employment Status and Average Weekly Hours

	% of Employees	Weekly Hours
Full-Time	52%	39
Part-Time	48%	26
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

16 out of 17 responding employers require a high school diploma or equivalent. 1 out of 17 responding employers accept less than a high school education.

### Training

13 out of 17 responding employers do not require employees to have any training prior to employment. However, 4 out of 17 responding employers either require (1 out of 17) or prefer (3 out of 17) that employees have an average of 6 months training in warehousing. 6 out of 10 responding employers allow an average of 4 months training to be substituted for previous work experience.

### Experience

10 out of 17 responding employers either require (2 out of 17) or prefer (8 out of 17) an average of 7 months experience in this occupation. 8 out of 10 responding employers allow an average of 7 months experience in related fields (retail sales) to be substituted for previous experience.

### License/Certification

None.

### Technical Skills

- Inventory control of new merchandise
- Ability to check manifest for errors
- Knowledge of warehousing procedures
- Shipping and receiving knowledge
- Stocking of shelves and pallets
- Ordering of supplies using computer spreadsheet
- Computer knowledge
- Knowledge of price scanners and shelf label pricing equipment

### Physical Skills

- Physically fit for standing, walking, stooping, bending and lifting
- Knowledge of safety equipment

# Stock Clerks - Stockroom, Warehouse, Storage Yard

17 Firms Responding Representing 141 Employees

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## Personal or Other Skills

- Ability to pay attention to detail
- Ability to work independently
- Ability to perform routine, repetitive work
- Knowledge of updated products

## Basic Skills

- Ability to read and write for following directions
- Ability to follow oral instructions
- Basic math

Employers may require employees possess a valid drivers license. Depending on the type of business, employers may require forklift and pallet jack experience, and basic computer knowledge.

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## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.50 on a scale of 4)
- Inexperienced Applicants: Not Difficult (1.80 on a scale of 4)

### Recruitment Methods

9 out of 16 employers responding to this question hire new employees based on referrals from current employees. 8 out of 16 employers responding to this question hire through in-house promotions and transfers. 7 out of 16 employers responding to this question staff by accepting walk-in applicants.

### Annual Turnover

Employers responding to the survey report a 28.6% annual turnover rate.

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## Size of Occupation

### Size of Occupation

- 360-380 employees (very large)

### Gender

- 70% Male, 30% Female

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## Where The Jobs Are

### The major employing industries include:

- Grocery and stores,
- General medical and surgical hospitals,
- Lumber and building materials,
- Plumbing and hydronic heating supplies, and
- Government (state, county and city).

---

## Projections

### Annual Job Growth Rate

- 0.27 times the average (slower than average)

### Number of New Hires in the Last Year: 46

- Promotions: 13
- Employees Leaving: 25
- New Positions: 8
- Temporary: 0

### Projected Job Openings (Through 2002)

- Job Openings from Growth: 20 positions
- Job Openings from Separations: 50 positions

### Employer Projected Occupation Growth

13 out of 17 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 4 out of 17 employers project their employment in this occupation will grow over the next 24 months.

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## Other Information

### Promotional Opportunities

13 out of 17 employers promote from this occupation to other positions, such as:

- Head Clerk,
- Floor Sales,
- Supervisor (Merchandise, Department, etc.) and
- Manager (Sales, Department, Receiving, etc.).



# Systems Analysts - Electronic Data Processing

Alternative Titles: Office Automation Consultants, Network Managers, Computer Support Technicians, Computer Science Specialists, System Software Technicians

OES Code: 251020

## Description

Systems Analysts – Electronic Data Processing, analyze business, scientific, and technical problems for application to electronic data processing systems. This description does not include persons working primarily as engineers, mathematicians, programmers, or scientists.

## Wages and Benefits

### Hourly Wages (Non-Union)

	Range	Median
New Hires, No Experience	\$ 8.96-\$19.16	\$15.24
New Hires, Experience	\$11.20-\$21.86	\$16.40
3+ Years Experience w/Firm	\$11.67-\$24.74	\$17.76

### Hourly Wages (Union)

	Range	Median
New Hires, No Experience	\$ 9.95-\$16.11	\$12.99
New Hires, Experience	\$10.97-\$16.96	\$15.04
3+ Years Experience w/Firm	\$12.09-\$21.29	\$16.81

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	58 %	42 %	0 %	0 %
Dental	58 %	33 %	0 %	8 %
Vision	67 %	17 %	0 %	17 %
Life Insurance	75 %	8 %	0 %	17 %
Sick Leave	100 %	0 %	0 %	0 %
Vacation	100 %	0 %	0 %	0 %
Retirement Plan	33 %	67 %	0 %	0 %
Child Care	0 %	8 %	0 %	92 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	0 %	17 %	0 %	0 %
Dental	0 %	17 %	0 %	0 %
Vision	8 %	8 %	0 %	0 %
Life Insurance	8 %	8 %	0 %	0 %
Sick Leave	8 %	8 %	0 %	0 %
Vacation	8 %	8 %	0 %	0 %
Retirement Plan	0 %	17 %	0 %	0 %
Child Care	0 %	0 %	0 %	17 %

Other employee benefits that may be offered include: overtime pay; and medical expense reimbursement.

### Union/Collective Bargaining

Yes, 6 out of 12 employers responding to the survey report their employees in this occupation are unionized, representing 61% of the workforce.

## Employment Status and Average Weekly Hours

	% of Employees	Weekly Hours
Full-Time	86%	41
Part-Time	7%	23
Temporary/On-Call	7%	40
Seasonal	0%	0

## Employer Requirements

### Education

12 out of 12 responding employers require a high school diploma or equivalent. 6 out of 12 responding employers require a two-year associate degree. 2 out of 12 responding employers require a four-year bachelor degree.

### Training

4 out of 12 responding employers require and 4 out of 12 prefer employees to have an average of 27 months training in systems analysis and related sub-fields. 7 out of 12 responding employers allow an average of 15 months training to substitute for previous work experience.

### Experience

4 out of 12 responding employers require and 8 out of 12 employers prefer an average of 24 months experience in this occupation. 5 out of 12 responding employers will allow an average of 22 months experience in information technology to substitute for previous experience.

### License/Certification

None.

### Technical Skills

- Knowledge of computer concepts
- Familiar with programming languages
- Data processing knowledge
- Accounting knowledge
- Physical sciences knowledge
- Knowledge of computer software and hardware
- Evaluate business procedures and problems
- Prepare specifications for basic network programming

### Physical Skills

- Good vision
- Ability to work rapidly

# Systems Analysts - Electronic Data Processing

12 Firms Responding Representing 44 Employees

- Ability to perform precision work
- Able to sit for periods of time

## Personal or Other Skills

- Ability to pay attention to detail
- Ability to work independently
- Ability to work closely with others

## Basic Skills

- Ability to read and follow directions
- Ability to write legibly
- Logical thinker
- Oral communications
- Excellent math
- Customer service

An understanding of accounting, business management, economics, or a background in the physical sciences may be helpful. The ability to prepare technical documentation and instructional manuals relevant to the establishment and functioning of entire operational systems may also be helpful. Attending continuing education courses in computer concepts, systems analysis and data base management may be expected in order to upgrade skills and remain current in a rapidly evolving industry.

## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.25 on a scale of 4)
- Inexperienced Applicants: Moderately Difficult (2.63 on a scale of 4)

### Recruitment Methods

11 out of 12 responding employers hire new employees through newspaper ads. 4 out of 12 responding employers hire through trade journal ads, internet job postings and from recent graduates of colleges and universities.

### Annual Turnover

Employers responding to the survey report a 17.1% annual turnover rate.

## Size of Occupation

### Size of Occupation

- 110-160 employees (medium)

### Gender

- 77% Male, 23% Female

## Where The Jobs Are

### The major employing industries include:

- Government (federal, state, county and city),
- Elementary and secondary schools, and
- Paper mills.

## Projections

### Annual Job Growth Rate

- 1.21 times the average (faster than average)

### Number of New Hires in the Last Year: 16

- Promotions: 1
- Employees Leaving: 5
- New Positions: 9
- Temporary: 1

### Projected Job Openings (Through 2002)

- Job Openings from Growth: 20 positions
- Job Openings from Separations: 20 positions

### Employer Projected Occupation Growth

8 out of 12 responding employers project their employment in this occupation will remain stable over the next 24 months. 4 out of 12 employers project growth over the next 24 months.

## Other Information

### Computer Software Skills

Employers seek word processing, database, spreadsheet and desktop publishing software knowledge.

### Promotional Opportunities

7 out of 12 employers promote from this occupation to other positions, such as:

- Senior or Lead Systems Analyst,
- Managers and/or Supervisors.

# Teachers - Elementary School

Alternative Titles: Elementary Instructor, Teacher.

OES Code: 313050

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## Description

Elementary School Teachers teach elementary (kindergarten through eighth grade) pupils in public or private schools basic academic, social, and other formative skills. Does not include special education teachers who teach only handicapped pupils.

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## Wages and Benefits

### Hourly Wages (Union)

	Range	Median
New Hires, No Experience	\$16.30-\$20.39	\$16.30
New Hires, Experience	\$16.30-\$18.63	\$16.54
3+ Years Experience w/Firm	\$16.30-\$23.84	\$18.29

### Hourly Wages (Non-Union)

	Range	Median
New Hires, No Experience	\$7.19-\$10.07	\$8.43
New Hires, Experience	\$6.58-\$18.63	\$8.55
3+ Years Experience w/Firm	\$7.19-\$11.99	\$9.40

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	69 %	25 %	0 %	6 %
Dental	56 %	25 %	0 %	19 %
Vision	50 %	19 %	0 %	31 %
Life Insurance	50 %	25 %	0 %	25 %
Sick Leave	75 %	19 %	0 %	6 %
Vacation	31 %	6 %	0 %	63 %
Retirement Plan	13 %	81 %	0 %	6 %
Child Care	13 %	0 %	0 %	88 %

Other employee benefits that may be offered include: 401(k) retirement plans and paid holidays

### Union/Collective Bargaining

Yes, 10 out of 16 responding employers report that the employees in this occupation are unionized, representing 87% of the workforce in this occupation.

### Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	95 %	38
Part-Time	4 %	23
Temporary/On-Call	1 %	20
Seasonal	0 %	0

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## Employer Requirements

### Education

14 out of 16 responding employers require a four-year Bachelor Degree. 2 out of 16 responding employers also require Graduate Study.

### Training

6 out of 16 responding employers require an average of 16 months student teacher training prior to employment. 5 out of 15 responding employers will accept an average of 14 months training to substitute for prior experience.

### Experience

5 out of 16 responding employers require and 10 out of 16 responding employers prefer an average of 22 months experience in this occupation. 2 out of 15 responding employers will allow an average of 24 months experience in the educational field to substitute for previous experience. 13 out of 15 responding employers do not accept any substitute for occupational experience.

### License/Certification

Employees in this occupation are required to obtain a Teaching Credentials license from the State of California Commission on Teacher Credentialing. First-time applicants must pass written exams and undergo a fingerprint clearance process.

### Technical Skills

- Knowledge of algebra
- Audiovisual teaching skills
- Artistic and musical ability
- Supervision
- Classroom management
- Record keeping skills
- Ability to administer emergency first aid
- Possession of a state teachers' certificate
- Problem solving skills

### Physical Skills

- Ability to stand for long periods
- Ability to bend, stoop, and lift

### Personal or Other Skills

- Understanding a variety of cultures
- Possession of a clean police record

# Teachers - Elementary School

16 Firms Responding Representing 342 Employees

- Willingness to work under close supervision
- Ability to work independently
- Ability to work under pressure
- Patience and understanding

## Basic Skills

- Ability to read and follow instructions
- Ability to write effectively
- Basic math
- Oral Communication skills

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## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Not Difficult (1.6 a scale of 4).
- Inexperienced Applicants: Moderately Difficult (2.09 on a scale of 4).

### Recruitment Methods

13 out of 16 responding employers staff by hiring recent graduates of Colleges and Universities. 9 out of 16 responding employers staff through ads placed in newspapers. 6 out of 16 responding employers hire new employees based on in-house promotions or transfers.

### Annual Turnover

Employers responding to the survey report a 6.0 % annual turnover rate.

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## Size of Occupation

### Size of Occupation

- 1040 – 1110 employees (very large)

### Gender

- 30% Male, 70% Female.

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## Where The Jobs Are

### The major employing industries include:

- Elementary Schools,
- Child Day Care Services, and
- Religious Organizations.

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## Projections

### Annual Job Growth Rate

- 0.48 times the average (slower than average)

### Number of New Hires in the Last Year: 33

- Promotions: 0
- Employees Leaving: 20
- New Positions: 6
- Temporary: 7

### Projected Job Openings (Through 2006)

- Job Openings from Growth: 70 positions
- Job Openings from Separations: 170 positions

### Employer Projected Occupation Growth

12 out of 16 responding employers project their employment in this occupation will remain stable over the next 24 months. 2 out of 16 employers project growth over the next 24 months. 2 out of 16 employers project their employment in this occupation will decline over the next 24 months.

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## Other Information

### Computer Software Skills

11 out of 16 employers seek applicants with word processing skills (Word). 3 of the responding employers seek spreadsheet skills (Excel), database skills (Access) and other skills including knowledge of the Internet.

### Promotional Opportunities

5 out of 12 responding employers promote from this occupation to other positions (if additional educational courses are completed) such as:

- Administrative positions,
- Vice-Principal, and
- Principal.

# Teachers - Kindergarten

Alternative Titles: Kindergarten Teachers

OES Code: 313040

## Description

Kindergarten Teachers teach elemental natural and social science, personal hygiene, music, art and literature to children from 4 to 6 years old. Promote physical, mental, and social development. May be required to hold State certification.

## Wages and Benefits

### Hourly Wages (Union)

	Range	Median
New Hires, No Experience	\$13.52-\$17.53	\$16.15
New Hires, Experience	\$13.52-\$17.54	\$16.15
3+ Years Experience w/Firm	\$14.00-\$24.93	\$18.56

### Hourly Wages (Non-Union)

	Range	Median
New Hires, No Experience	\$6.71-\$20.14	\$11.19
New Hires, Experience	\$6.71-\$25.00	\$11.85
3+ Years Experience w/Firm	\$7.19-\$30.00	\$12.84

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	72 %	6 %	0 %	6 %
Dental	67 %	0 %	0 %	17 %
Vision	61 %	0 %	0 %	22 %
Life Insurance	50 %	6 %	0 %	28 %
Sick Leave	83 %	0 %	0 %	0 %
Vacation	22 %	0 %	0 %	61 %
Retirement Plan	28 %	39%	6 %	11 %
Child Care	0 %	0 %	6 %	78 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	6 %	11 %	0 %	0 %
Dental	6 %	6 %	0 %	6 %
Vision	6 %	6 %	0 %	6 %
Life Insurance	0 %	6 %	6 %	6 %
Sick Leave	6 %	0 %	0 %	11 %
Vacation	0 %	0 %	0 %	17 %
Retirement Plan	6 %	0 %	6 %	6 %
Child Care	0 %	0 %	0 %	17 %

Other employee benefits that may be offered include: cafeteria benefits plan.

### Union/Collective Bargaining

Yes, 10 out of 18 employers responding to the survey report their employees in this occupation are unionized, representing 87% of the workforce.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	97%	38
Part-Time	3%	21
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

13 out of 18 responding employers require a four-year bachelor degree. 4 out of 18 responding employers require a two-year associate degree. 1 out of 18 responding employers requires completion of graduate studies.

### Training

8 out of 18 responding employers require employees have an average of 35 months training prior to employment. 3 out of 8 responding employers allow an average of 24 months training to be substituted for previous work experience.

### Experience

3 out of 18 responding employers require and 5 out of 18 responding employers prefer an average of 27 months experience in this occupation. 0 out of 8 responding employers allow experience in related fields to be substituted for previous experience.

### License/Certification

Employees in this occupation are required to obtain a Teaching Credentials license from the State of California Commission on Teacher Credentialing. First-time applicants must pass a written exam and undergo a fingerprint clearance process.

### Technical Skills

- Have skills to teach common music, art, and physical education
- Enthusiasm, creativity and patience
- Active listening skills
- Teach rules of conduct in the classroom and on playground
- Supervise children in outdoor and indoor play activities
- Follow curriculum guidelines or requirements established by the State and school board

# Teachers - Kindergarten

18 Firms Responding Representing 86 Employees

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## Physical Skills

- Ability to stand, sit, stoop, walk, climb and lift
- Ability to handle daily stressful situations

## Personal or Other Skills

- Ability to work independently
- Ability to assess emergency situations
- Ability to administer general first aid
- Ability to speak effectively to convey information
- Understanding a variety of cultural backgrounds
- Excellent organizational skills
- Classroom management skills
- Ability to work closely with others
- Ability to pay attention to details
- Good grooming standards
- Ability to exercise patience

## Basic Skills

- Proper education requirements for teaching
- Ability to follow and understand instructions and directions
- Good communication skills

---

## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Not Difficult (1.25 on a scale of 4).
- Inexperienced Applicants: Not Difficult (1.93 on a scale of 4).

### Recruitment Methods

13 out of 18 employers responding to this question hire new employees through college and university recruitment. 8 out of 18 employers responding to this question hire based on referrals from current employees, the response to newspaper advertisements and via in-house promotions and transfers.

### Annual Turnover

Employers responding to the survey report a 4.8% annual turnover rate.

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## Size of Occupation

### Size of Occupation

- 110-110 employees (medium)

### Gender

- 1% Male, 99% Female.

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## Where The Jobs Are

### The major employing industries include:

- Elementary and secondary schools.

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## Projections

### Annual Job Growth Rate

- 0.00 times the average (stable: no growth)

### Number of New Hires in the Last Year: 7

- Promotions: 1
- Employees Leaving: 3
- New Positions: 3
- Temporary: 0

### Projected Job Openings (Through 2004)

- Job Openings from Growth: 0 positions
- Job Openings from Separations: 20 positions

### Employer Projected Occupation Growth

16 out of 18 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 2 out of 18 employers project their employment in this occupation will grow over the next 24 months.

---

## Other Information

### Promotional Opportunities

6 out of 18 employers promote from this occupation to other positions, such as:

- Teacher (First to Eighth Grade),
- Administrative, and
- Principal.

# Teachers - Preschool

Alternative Titles: Afternoon Teachers, Headstart Teachers, Preschool Teachers

OES Code: 313030

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## Description

Preschool Teachers instruct children (normally up to 5 years of age) in activities designed to promote social, physical, and intellectual growth needed for primary school in preschool, day care center, or other child development facility. May be required to hold State certification.

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## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75-\$ 6.00	\$ 6.00
New Hires, Experience	\$6.00-\$10.12	\$ 7.00
3+ Years Experience w/Firm	\$6.25-\$13.61	\$ 9.00

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	29 %	18 %	0 %	35 %
Dental	24 %	6 %	0 %	53 %
Vision	18 %	0 %	0 %	65 %
Life Insurance	12 %	0 %	12 %	59 %
Sick Leave	41 %	0 %	6 %	35 %
Vacation	71 %	0 %	0 %	12 %
Retirement Plan	12 %	6 %	0 %	65 %
Child Care	24 %	18 %	0 %	41 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	12 %	12 %	0 %	53 %
Dental	6 %	0 %	0 %	71 %
Vision	6 %	0 %	0 %	71 %
Life Insurance	6 %	0 %	0 %	71 %
Sick Leave	29 %	0 %	0 %	47 %
Vacation	41 %	0 %	0 %	35 %
Retirement Plan	6 %	0 %	0 %	71 %
Child Care	24 %	18 %	0 %	35 %

Other employee benefits that may be offered include: bereavement time off (3 days).

### Union/Collective Bargaining

Yes, 1 out of 17 employers responding to the survey report their employees in this occupation are unionized, representing 1% of the workforce.

---

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	65 %	38
Part-Time	24 %	23
Temporary/On-Call	7 %	22
Seasonal	3 %	25

---

## Employer Requirements

### Education

16 out of 17 responding employers require at least a high school diploma or equivalent. 7 out of 17 responding employers require a two-year associate degree. 1 out of 17 responding employers require a four-year bachelor degree. 1 out of 17 responding employers accepts less than a high school education.

### Training

16 out of 17 responding employers require and 1 out of 17 responding employers prefers that employees have an average of 19 months training prior to employment. 5 out of 12 responding employers allow an average of 11 months training to be substituted for previous work experience.

### Experience

9 out of 17 responding employers require and 3 out of 17 responding employers prefer an average of 16 months experience in this occupation. 3 out of 12 employers allow an average of 10 months experience in related fields (teaching background, home day care) to be substituted for previous experience.

### License/Certification

Employees in this occupation are required to obtain a Teaching Credentials license from the State of California Commission on Teacher Credentialing. First-time applicants must pass a written exam and undergo a fingerprint clearance process.

### Technical Skills

- Understanding a variety of cultures
- Oral reading skills
- Communication and language skills
- Artistic skills
- Musical skills
- Ability to stimulate children's curiosity and imagination
- Supervisory skills

# Teachers - Preschool

17 Firms Responding Representing 161 Employees

- Classroom management skills
- Ability to work with groups of children
- Ability to supervise children in outdoor and indoor play activities
- Ability to administer general first aid & CPR

## Physical Skills

- Ability to stand, sit, stoop, walk, climb and lift
- Ability to handle daily stressful situations

## Personal or Other Skills

- Ability to work independently
- Ability to work under close supervision
- Ability to assess emergency situations
- Ability to work closely with others
- Ability to pay attention to details
- Ability to exercise self control and patience's

## Basic Skills

- Ability to read and follow instructions and directions
- Able to write legibly
- Basic math skills
- Oral communication skills

---

## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.10 on a scale of 4).
- Inexperienced Applicants: Moderately Difficult (2.75 on a scale of 4).

### Recruitment Methods

15 out of 17 employers responding to this question hire new employees based on the response to newspaper advertisements. 9 out of 17 employers responding to this question hire through college and university recruitment and by accepting walk-in applicants.

### Annual Turnover

Employers responding to the survey report a 10.8% annual turnover rate.

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## Size of Occupation

### Size of Occupation

- 170-210 employees (large).

### Gender

- 2% Male, 98% Female.

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## Where The Jobs Are

### The major employing industries include:

- Elementary and secondary schools, and
- Child day care services.

---

## Projections

### Annual Job Growth Rate

- 1.48 times the average (faster than average)

### Number of New Hires in the Last Year: 33

- Promotions: 4
- Employees Leaving: 12
- New Positions: 13
- Temporary: 4

### Projected Job Openings (Through 2004)

- Job Openings from Growth: 40 positions
- Job Openings from Separations: 30 positions

### Employer Projected Occupation Growth

16 out of 17 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 1 out of 17 employers project their employment in this occupation will grow over the next 24 months.

---

## Other Information

### Promotional Opportunities

9 out of 17 employers promote from this occupation to other positions, such as:

- Head Teacher,
- Assistant Director, and
- Director.



# Teachers - Secondary Schools

Alternative Titles: Educational Instructor, High School Teacher

OES Code: 313080

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## Description

Secondary School Teachers instruct students in public and private high schools in one or more subjects, such as English, mathematics, or social studies. Includes vocational high school teachers. Does not include special education teachers who teach only students with disabilities.

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## Wages and Benefits

### Hourly Wages (Union)

	Range	Median
New Hires, No Experience	\$15.96-\$18.63	\$17.30
New Hires, Experience	\$17.62-\$22.00	\$18.63
3+ Years Experience w/Firm	\$18.66-\$28.15	\$23.79

### Hourly Wages (Non-Union)

	Range	Median
New Hires, No Experience	\$7.25-\$9.86	\$8.87
New Hires, Experience	\$8.00-\$20.82	\$9.35
3+ Years Experience w/Firm	\$8.63-\$20.82	\$11.00

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	38 %	31 %	0 %	19 %
Dental	31 %	19 %	6 %	31 %
Vision	25 %	13 %	0 %	50 %
Life Insurance	38 %	13 %	0 %	38 %
Sick Leave	56 %	6 %	0 %	25 %
Vacation	19 %	6 %	0 %	63 %
Retirement Plan	31 %	31 %	0 %	25 %
Child Care	6 %	0 %	0 %	81 %

Other employee benefits that may be offered include: 401(k) retirement plans and paid holidays.

### Union/Collective Bargaining

Yes, 6 out of 16 employers responding to the survey report their employees in this occupation are unionized, representing 91% of the workforce.

### Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	85%	36
Part-Time	6 %	19
Temporary/On-Call	8%	20
Seasonal	0%	4

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## Employer Requirements

### Education

12 out of 16 responding employers require a Bachelor Degree. 1 out of 16 responding employers also require Graduate Study. 3 out of 16 responding employers require other education.

### Training

8 out of 16 responding employers require an average of 10 months training in a teacher credential program prior to employment. 7 out of 14 responding employers will accept an average of 16 months of training to substitute for experience.

### Experience

6 out of 16 responding employers require and 8 out of 16 responding employers prefer an average of 22 months experience in this occupation. 5 out of 14 responding employers will allow an average of 18 months experience in related fields such as: human service counseling or social work to be substituted for previous experience.

### License/Certification

Yes. Requirements include: a bachelor degree, a professional preparation program including student teaching, CBEST exam, SSAT or MSAT exam, PRAXIS exam in the area of specialization, training in the U.S. Constitution and teaching of reading. For a Professional "Clear" Credential, a fifth year of academic study including special education, health education, and computer education courses are required. The CLAD certificate, which includes bilingual and multicultural training, may be required in some areas of the state.

### Technical Skills

- Audiovisual teaching
- Supervision
- Classroom management
- Record keeping
- Ability to administer emergency first aid
- Possession of a state teachers' certificate
- Ability to perform advanced mathematical computations
- Ability to write effectively
- Problem solving skills

# Teachers - Secondary Schools

16 Firms Responding Representing 603 Employees

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## Personal or Other Skills

- Understanding of a variety of cultures
- Possession of a clean police record
- Willingness to work with close supervision
- Public contact
- Ability to work independently
- Ability to work under pressure
- Ability to exercise patience

## Basic Skills

- Ability to read and follow instructions
- Ability to write legibly
- Basic math
- Oral communication skills

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## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.57 on a scale of 4).
- Inexperienced Applicants: Moderately Difficult (2.3 on a scale of 4).

### Recruitment Methods

10 out of 16 responding employers hire teachers by placing ads in the newspaper. 8 out of 16 responding employers recruit recent graduates from Colleges and Universities. 6 out of 16 responding employers hire new teachers based on current employee referrals.

### Annual Turnover

Employers responding to the survey report a 7.6% annual turnover rate.

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## Size of Occupation

### Size of Occupation

- 520 – 640 employees (very large)

### Gender

- 53% Male, 47% Female.

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## Where The Jobs Are

### The major employing industries include:

- Secondary Schools,
- Vocational Schools, and
- Individual and Educational Services.

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## Projections

### Annual Job Growth Rate

- 1.65 times the average (much faster than average).

### Number of New Hires in the Last Year: 105

- Promotions: 11
- Employees Leaving: 34
- New Positions: 10
- Temporary: 50

### Projected Job Openings (Through 2006)

- Job Openings from Growth: 120 positions
- Job Openings from Separations: 130 positions

### Employer Projected Occupation Growth

12 out of 16 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 3 out of 16 employers project growth over the next 24 months. 1 out of 16 employers project their employment in this occupation will decline over the next 24 months.

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## Other Information

### Computer Software Skills

10 out of 16 employers in this occupation seek word processing skills (Word) in applicants. 3 of the responding employers seek spreadsheet (Excel) and database skills (Access) and 2 seek desktop publishing skills (Publisher).

### Promotional Opportunities

9 out of 16 employers promote from this occupation to other positions, (which may require additional education) such as:

- Vice- Principal or
- Principal.

# Teachers – Special Education

Alternative Titles: Special Day Class Teachers, Special Education Teachers

OES Code: 313110

## Description

Special Education Teachers teach elementary and secondary school subjects to educationally and physically handicapped students. Includes teachers who specialize and work with audibly and visually handicapped students and those who teach basic academic and life processes skills to the mentally retarded.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$12.44-\$21.55	\$16.08
New Hires, Experience	\$11.00-\$21.55	\$14.82
3+ Years Experience w/Firm	\$14.00-\$24.93	\$18.09

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	88 %	13 %	0 %	0 %
Dental	81 %	13 %	0 %	6 %
Vision	81 %	13 %	0 %	6 %
Life Insurance	50 %	6 %	25 %	19 %
Sick Leave	100%	0 %	0 %	0 %
Vacation	38 %	0 %	0 %	63 %
Retirement Plan	38 %	44 %	13 %	6 %
Child Care	0 %	0 %	0 %	100 %

Other employee benefits that may be offered include: STRS retirement plan.

### Union/Collective Bargaining

Yes, 14 out of 16 employers responding to the survey report their employees in this occupation are unionized, representing 97% of the workforce.

### Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time (under 35 hrs.)	18%	30
Full-Time (35 hrs. or more)	80%	37
Part-Time	2%	18
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

7 out of 16 responding employers require a four-year bachelor degree. 5 out of 16 responding employers require a two-year associate degree. 4 out of 16 responding employers require completion of graduate studies.

### Training

5 out of 16 responding employers require and 1 out of 16 responding employers prefers employees to have an average of 26 months training prior to employment. 4 out of 11 responding employers allow an average of 18 months training to be substituted for previous work experience.

### Experience

7 out of 16 responding employers require and 4 out of 16 responding employers prefer an average of 27 months experience in this occupation. 3 out of 11 responding employers allow an average of 16 months experience in related fields such as: child counselor, mental health or disability background to substitute for previous experience.

### License/Certification

Employees in this occupation are required to obtain a Teaching Credentials license from the State of California Commission on Teacher Credentialing. First-time applicants must pass a written exam and undergo a fingerprint clearance process.

### Technical Skills

- Ability to teach students with physical and learning disabilities
- Ability to instruct tailored teaching techniques
- Ability to administer emergency first aid & CPR
- Ability to plan and organize training programs
- Ability to follow curriculum guidelines or requirements of the state and school
- Ability to evaluate students performance
- Ability to assess motor skills
- Ability of teaching common music, art and physical education

### Physical Skills

- Ability to stand, sit, stoop, walk, climb and lift
- Ability to handle daily stressful situations

# Teachers – Special Education

16 Firms Responding Representing 107 Employees

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## Personal or Other Skills

- Ability to work independently
- Ability to speak or sign effectively to convey information to students
- Ability to understand a variety of cultural backgrounds
- Excellent organizational skills
- Classroom management skills
- Ability to work closely with others
- Interpersonal skills
- Ability to work under pressure
- Ability to handle crisis situations
- Good grooming standards

## Basic Skills

- Must hold proper teaching credentials
- Ability to follow and understand instructions and directions
- Ability to write legibly
- Good communication skills

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## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.14 on a scale of 4).
- Inexperienced Applicants: Very Difficult (3.00 on a scale of 4).

### Recruitment Methods

14 out of 16 employers responding to this question hire new employees based on the response to newspaper advertisements. 11 out of 16 employers responding to this question hire through college and university recruitment. 6 out of 16 employers responding to this question hire based on referrals from schools and programs.

### Annual Turnover

Employers responding to the survey report a 14.3% annual turnover rate.

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## Size of Occupation

### Size of Occupation

- 210-240 employees (large).

### Gender

- 24% Male, 76% Female.

---

## Where The Jobs Are

### The major employing industries include:

- Elementary and secondary schools.

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## Projections

### Annual Job Growth Rate

- 0.90 times the average (average)

### Number of New Hires in the Last Year: 17

- Promotions: 2
- Employees Leaving: 13
- New Positions: 2
- Temporary: 0

### Projected Job Openings (Through 2004)

- Job Openings from Growth: 30 positions
- Job Openings from Separations: 10 positions

### Employer Projected Occupation Growth

14 out of 16 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 2 out of 16 employers project their employment in this occupation will grow over the next 24 months.

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## Other Information

### Promotional Opportunities

4 out of 16 employers promote from this occupation to other positions, such as:

- Manager,
- Administrator,
- Coordinator,
- Director,
- Principal and
- Superintendent.

# Truck Drivers – Heavy or Tractor Trailer

Alternative Titles: Company Drivers, Drivers, Pick-up and Delivery Drivers, Transport Drivers

OES Code: 971020

## Description

Heavy or Tractor Trailer Truck Drivers drive tractor trailer combinations or trucks with a capacity of more than three tons to transport and deliver goods, livestock, or materials in liquid, loose or packaged form. They may be required to unload trucks.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$6.90-\$11.50	\$ 9.30
New Hires, Experience	\$7.48-\$17.74	\$11.46
3+ Years Experience w/Firm	\$9.21-\$20.13	\$13.21

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	65 %	30 %	5 %	0 %
Dental	35 %	10 %	20 %	35 %
Vision	20 %	15 %	20 %	45 %
Life Insurance	50 %	5 %	15 %	30 %
Sick Leave	35 %	0 %	5 %	60 %
Vacation	75 %	0 %	5 %	20 %
Retirement Plan	25 %	25 %	25 %	25 %
Child Care	0 %	0 %	10 %	90 %

Other employee benefits that may be offered include: 401(k) retirement plan; medical coverage after 1 year

### Union/Collective Bargaining

Yes, 1 out of 20 employers responding to the survey report their employees in this occupation are unionized, representing less than 1% of the workforce.

### Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	85%	44
Part-Time	0%	0
Temporary/On-Call	3%	38
Seasonal	12%	40

## Employer Requirements

### Education

10 out of 20 responding employers require at least a high school diploma or equivalent, although 10 out of 20 responding employers will accept less than a high school education.

### Training

10 out of 20 responding employers require employees have an average of 4 months training prior to employment. 5 out of 19 responding employers allow an average of 6 months training to be substituted for previous work experience.

### Experience

19 out of 20 responding employers either require (14 out of 20) or prefer (5 out of 20) an average of 19 months experience in this occupation. 5 out of 18 responding employers allow an average of 11 months experience in related fields (truck mechanic, welder, warehousing, delivery background) to be substituted for previous experience.

### License/Certification

Employees in this occupation must obtain a Class A Commercial Driving License from the Department of Motor Vehicles. Applicants must be 18 years of age (21 years of age for interstate commerce) and meet licensing requirements that consist of tests of vision, knowledge of the law, driving performance and a medical examination.

### Technical Skills

- Ability to drive and operate gasoline and diesel trucks
- Ability to handle tractor-trailers up to 20,000 lbs per axle
- Ability to handle tractor-trailers up to 75 ft in length
- Know state licensing and driving requirements
- Ability to drive and deliver a variety of goods
- Ability to load and unload truck
- Ability to operate a forklift or other hoisting equipment
- Ability to keep accurate log book
- Ability to do maintenance and minor repairs
- Possession of valid class A and B licenses
- Knowledge of all traffic laws and rules for driving safely

# Truck Drivers – Heavy or Tractor Trailer

20 Firms Responding Representing 471 Employees

- Possession of a clean Department of Motor Vehicles driving record
- Driver must be 18 years old; out-of-state drivers must be 21 years old
- Able to transport live animals or refrigerated products

## Physical Skills

- Able to pass a pre-employment medical exam
- Able to pass drug screening testing
- Physically able to drive truck for long distances and long hours
- Ability to sit for long periods of time
- Ability to put snow and ice chains on tires
- Ability to be on the road for many days

## Personal or Other Skills

- Ability to work independently
- Ability to read and follow instructions and directions
- Ability to write legibly
- Ability to follow oral instructions and directions
- Ability to drive in all kinds of weather elements and areas
- Ability to make good safety decisions

## Basic Skills

- Basic math skills
- Good communication skills

## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.21 on a scale of 4).
- Inexperienced Applicants: Very Difficult (3.17 on a scale of 4).

### Recruitment Methods

17 out of 20 employers responding to this question hire new employees based on referrals from current employees. 14 out of 20 employers responding to this question hire by accepting walk-in applicants. 12 out of 20 employers responding to this question hire based on the response to newspaper advertisements.

### Annual Turnover

Employers responding to the survey report a 22.1% annual turnover rate.

## Size of Occupation

### Size of Occupation

- 1240-1450 employees (very large)

### Gender

- 96% Male, 4% Female.

## Where The Jobs Are

### The major employing industries include:

- Trucking and courier services, except air, and
- Petroleum and petroleum products.

## Projections

### Annual Job Growth Rate

- 1.06 times the average (average)

### Number of New Hires in the Last Year: 165

- Promotions: 1
- Employees Leaving: 102
- New Positions: 4
- Temporary: 58

### Projected Job Openings (Through 2004)

- Job Openings from Growth: 210 positions
- Job Openings from Separations: 130 positions

### Employer Projected Occupation Growth

15 out of 20 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 5 out of 20 employers project their employment in this occupation will grow over the next 24 months.

## Other Information

### Promotional Opportunities

8 out of 20 employers promote from this occupation to other positions, such as:

- Yard Foreperson,
- Inside Sales,
- Salesperson,
- Shipping Clerk,
- Dispatcher,
- Supervising Dispatcher, and
- Operations Manager.

# Truck Drivers, Light – Include Delivery and Route Workers

Alternative Titles: Couriers, Delivery Drivers, Route Drivers

OES Code: 971050

## Description

Light Truck Drivers, including Delivery and Route Workers, drive vehicles with a capacity under 3 tons. They deliver or pick up merchandise and may load and unload trucks. Does not include workers whose duties include sales.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75-\$6.50	\$6.08
New Hires, Experience	\$6.00-\$8.00	\$6.40
3+ Years Experience w/Firm	\$6.00-\$8.50	\$7.25

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	27 %	33 %	0 %	27 %
Dental	13 %	0 %	13 %	60 %
Vision	7 %	7 %	7 %	67 %
Life Insurance	33 %	7 %	7 %	40 %
Sick Leave	33 %	0 %	0 %	53 %
Vacation	67 %	0 %	0 %	20 %
Retirement Plan	13 %	20%	7 %	47 %
Child Care	0 %	0 %	0 %	87 %

  

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	0 %	13 %	7 %	40 %
Dental	0 %	0 %	0 %	60 %
Vision	0 %	0 %	0 %	60 %
Life Insurance	7 %	0 %	0 %	53 %
Sick Leave	20 %	0 %	0 %	40 %
Vacation	27 %	0 %	0 %	33 %
Retirement Plan	7 %	0 %	0 %	53 %
Child Care	0 %	0 %	0 %	60 %

Other employee benefits that may be offered include: 401(k) retirement plans; employer pays mileage; and vacation after one year of employment.

### Union/Collective Bargaining

None. 15 out of 15 employers responding to the survey report their employees in this occupation are non-union.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	66%	40
Part-Time	33%	26
Temporary/On-Call	1%	12
Seasonal	<1%	40

## Employer Requirements

### Education

10 out of 15 responding employers require at least a high school diploma or equivalent, although 5 out of 15 responding employers will accept less than a high school education.

### Training

15 out of 15 responding employers do not require employees have any training prior to employment. 2 out of 6 responding employers allow an average of 5 months training to be substituted for previous work experience.

### Experience

3 out of 15 responding employers require and 3 out of 15 responding employers prefer an average of 10 months experience in this occupation. 3 out of 6 responding employers allow an average of 14 months experience in related fields (personal driving record, driving instructor, customer service, construction field) to be substituted for previous experience.

### License/Certification

Employees in the occupation require a valid drivers license from the Department of Motor Vehicles.

Employees in this occupation may also need to obtain a Commercial Driving License from the Department of Motor Vehicles. Applicants must be 18 years of age (21 years of age for interstate commerce) and meet licensing requirements that consist of tests of vision, knowledge of the law, driving performance and a medical examination.

### Technical Skills

- Ability to load and unload goods to be delivered
- Ability to drive in traffic, bad weather, city, rural and mountains
- Possession of a clean Department of Motor Vehicles driving record

# Truck Drivers, Light – Include Delivery and Route Workers

15 Firms Responding Representing 208 Employees

- Ability to drive manual / stick shift vehicle
- Ability to read a map
- Knowledge of local areas and streets

## Physical Skills

- Ability to sit, walk, run, and lift merchandise
- Able to pass pre-employment drug testing

## Personal or Other Skills

- Excellent customer service skills
- Ability to work independently
- Ability to work under pressure and deadlines
- Ability to follow and adhere to all safety procedures
- Ability to follow employer's grooming standards

## Basic Skills

- Basic math skills
- Ability to read and write
- Good communication skills
- Ability to follow directions

## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Moderately Difficult (2.33 on a scale of 4).
- Inexperienced Applicants: Moderately Difficult (2.09 on a scale of 4).

### Recruitment Methods

13 out of 15 employers responding to this question hire new employees based on referrals from current employee referrals. 12 out of 15 employers responding to this question hire by accepting walk-in applicants. 11 out of 15 employers responding to this question hire based on the response to newspaper advertisements.

### Annual Turnover

Employers responding to the survey report a 23.7% annual turnover rate.

## Size of Occupation

### Size of Occupation

- 800-950 employees (very large).

### Gender

- 65% Male, 35% Female.

## Where The Jobs Are

### The major employing industries include:

- Trucking and courier services, except air,
- Air transportation, scheduled,
- Laundry, cleaning and garment services,
- Individual and family services,
- Motor vehicles, parts and supplies,
- Beverages,
- Newspapers,
- Automotive services, except repair,
- Miscellaneous equipment rental and leasing,
- Lumber and other building materials, and
- Personal supply services.

## Projections

### Annual Job Growth Rate

- 1.18 times the average (faster than average)

### Number of New Hires in the Last Year: 50

- Promotions: 0
- Employees Leaving: 49
- New Positions: 1
- Temporary: 0

### Projected Job Openings (Through 2004)

- Job Openings from Growth: 150 positions
- Job Openings from Separations: 80 positions

### Employer Projected Occupation Growth

14 out of 15 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 1 out of 15 employers project their employment in this occupation will grow over the next 24 months.

## Other Information

### Promotional Opportunities

12 out of 15 employers promote from this occupation to other positions, such as:

- Lead Driver,
- Counter Person,
- Yard Foreperson,
- Dispatcher, and
- Supervisor.



# Vehicle Salespersons - Retail

Alternative Titles: Salespersons, Sales Representatives, Customer Salespersons

OES Code: 490111

## Description

Vehicle Salespersons – Retail sell new and used automobiles, trailers, mobile homes, motor homes, boats, motorcycles and other vehicles to the public. They explain the features and demonstrate the operation of the vehicle in the showroom or on the road, and suggest optional equipment. They may compute the sales price, including tax, trade-in allowance, license fee, and discount, and requirements for financing payment of the vehicle on credit. This description does not include workers who primarily sell vehicle parts and accessories.

## Wages and Benefits

### Hourly Wages

	Range	Median
New Hires, No Experience	\$5.75-\$11.99	\$7.50
New Hires, Experience	\$5.75-\$20.14	\$7.85
3+ Years Experience w/Firm	\$5.75-\$25.89	\$9.97

Note: Wages in this occupation are mainly paid on a commission basis. Some employers offer a base salary, usually for a new employee, which is offset by commission earnings. The hourly wages above were calculated by commission earnings divided by the number of hours worked.

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	53 %	33 %	7 %	7 %
Dental	33 %	13 %	0 %	53 %
Vision	7 %	13 %	7 %	73 %
Life Insurance	40 %	0 %	13 %	47 %
Sick Leave	27 %	0 %	0 %	73 %
Vacation	73 %	0 %	7 %	20 %
Retirement Plan	7 %	20 %	13 %	60 %
Child Care	0 %	0 %	0 %	100 %

Part-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	13 %	0 %	0 %	7 %
Dental	7 %	0 %	0 %	13 %
Vision	7 %	0 %	0 %	13 %
Life Insurance	0 %	0 %	0 %	20 %
Sick Leave	0 %	0 %	0 %	20 %
Vacation	7 %	0 %	0 %	13 %
Retirement Plan	0 %	0 %	0 %	20 %
Child Care	0 %	0 %	0 %	20 %

Other employee benefits that may be offered include: 401(k) retirement plans; and extra bonuses on sales.

### Union/Collective Bargaining

None. 15 out of 15 employers responding to the survey report their employees in this occupation are non-union.

### Employment Status and Average Weekly Hours

	% of Employees	Weekly Hours
Full-Time	97%	44
Part-Time	3%	23
Temporary/On-Call	0%	0
Seasonal	0%	0

## Employer Requirements

### Education

12 out of 15 responding employers require at least a high school diploma or equivalent. 1 out of 15 responding employers requires a two-year associate degree. 3 out of 15 responding employers accept less than a high school education.

### Training

14 out of 15 responding employers do not require employees to have any training prior to employment. However, 1 out of 15 responding employers prefers employees have an average of 12 months training. 4 out of 12 responding employers allow an average of 5 months training to be substituted for previous work experience.

### Experience

12 out of 15 responding employers either require (4 out of 15) or prefer (8 out of 15) an average of 13 months experience in this occupation. 8 out of 12 responding employers allow an average of 13 months experience in related fields (sales, finance) to be substituted for previous experience.

### License/Certification

None.

### Technical Skills

- Ability to apply sales techniques
- Understand inventory techniques
- Public contact
- Ability to deal with difficult people
- Good grooming and hygiene
- Professional appearance
- Oral communication
- Current and valid drivers license

# Vehicle Salespersons - Retail

15 Firms Responding Representing 95 Employees

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## Physical Skills

- Physically able to stand, walk and sit for long periods of time

## Personal or Other Skills

- Understand a variety of cultures
- Willingness to work under close supervision
- Interpersonal skills
- Good listener
- Ability to exercise patients
- Ability to work independently

## Basic Skills

- Ability to read and follow directions
- Ability to follow oral instructions
- Ability to write legibly
- Basic math

Employers look for employees with good people skills with the ability to communicate effectively.

---

## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Not Difficult (1.75 on a scale of 4)
- Inexperienced Applicants: Very Difficult (3.09 on a scale of 4)

### Recruitment Methods

14 out of 15 employers responding to this question hire new employees based on referrals from current employees and by accepting walk-in applicants. 10 out of 15 employers staff based on the response to newspaper advertisements.

### Annual Turnover

Employers responding to the survey report a 42.5% annual turnover rate.

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## Size of Occupation

### Size of Occupation

- Not available  
Note: This occupation was previously grouped under "Salespersons – Retail". Size of occupation ranges specifically for Vehicle Salespersons – Retail will not be available until the next projections are made.

## Gender

- 89% Male, 11% Female

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## Where The Jobs Are

### The major employing industries include:

- New and used car dealers,
- Boat dealers,
- Motorcycle dealers, and
- Recreational vehicle dealers.

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## Projections

### Annual Job Growth Rate

- Not available  
Note: This occupation was previously grouped under "Salespersons – Retail". Growth rate information specifically for Vehicle Salespersons – Retail will not be available until the next projections are made.

### Number of New Hires in the Last Year: 50

- Promotions: 5
- Employees Leaving: 29
- New Positions: 15
- Temporary: 1

### Projected Job Openings (Through 2002)

- Job Openings from Growth: Not available
- Job Openings from Separations: Not available

Note: This occupation was previously grouped under "Salespersons – Retail". Openings by growth and separations specifically for Vehicle Salespersons – Retail will not be available until the next projections are made.

### Employer Projected Occupation Growth

9 out of 15 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 6 out of 15 employers project their employment in this occupation will grow over the next 24 months.

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## Other Information

### Promotional Opportunities

6 out of 15 employers promote from this occupation to other positions, such as:

- Sales Manager, and
- Finance Manager.

# Welders and Cutters

Alternative Titles: Master Welders, Mechanics

OES Code: 939140

## Description

Welders and Cutters use flame cutting, hand, arc, and gas welding equipment, and gas torches, to weld together metal components of such products as pipelines, automobiles, boilers, and ships or join together components of fabricated sheet metal assemblies, or cut, trim or scarf metal objects to dimensions as specified by layout, work orders, or blueprints.

## Wages and Benefits

### Hourly Wages (Union)

	Range	Median
New Hires, No Experience	Not Applicable	
New Hires, Experience	\$16.00-\$28.43	\$19.86
3+ Years Experience w/Firm	\$18.00-\$28.43	\$20.61

### Hourly Wages (Non-Union)

	Range	Median
New Hires, No Experience	Not Applicable	
New Hires, Experience	\$ 7.67-\$12.00	\$ 9.50
3+ Years Experience w/Firm	\$11.51-\$14.50	\$12.00

Note: 15 out of 15 responding employers do not hire employees in this occupation without previous experience.

### Benefits

Full-Time:	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical	67 %	20 %	7 %	7 %
Dental	40 %	13 %	7 %	40 %
Vision	27 %	13 %	7 %	53 %
Life Insurance	47 %	0 %	13 %	40 %
Sick Leave	40 %	0 %	7 %	53 %
Vacation	87 %	0 %	7 %	7 %
Retirement Plan	40 %	20 %	7 %	33 %
Child Care	0 %	0 %	7 %	93 %

Other employee benefits that may be offered include: 401(k) retirement plans; IRA plans; and profit sharing.

### Union/Collective Bargaining

Yes, 4 out of 15 employers responding to the survey report their employees in this occupation are unionized, representing 14% of the workforce.

## Employment Status and Average Weekly Hours

	% of Employees Surveyed	Hours Per Week
Full-Time	85%	42
Part-Time	0%	0
Temporary/On-Call	2%	40
Seasonal	14%	40

## Employer Requirements

### Education

10 out of 15 responding employers require at least a high school diploma or equivalent, although 5 out of 15 responding employers will accept less than a high school education.

### Training

7 out of 15 responding employers require and 2 out of 15 responding employers prefer employees have an average of 14 months training prior to employment. 5 out of 15 responding employers allow an average of 19 months training to be substituted for previous work experience.

### Experience

15 out of 15 responding employers either require an average of 26 months experience in this occupation. 5 out of 15 responding employers allow an average of 19 months experience in related fields (assemblers, fabricators, construction laborers, truck driver, truck mechanic) to be substituted for previous experience.

### License/Certification

None.

### Technical Skills

- Working knowledge of Arc and Gas Welding
- Working knowledge of making cuts from blueprints, work order, or layout specifications
- Working knowledge of fabrications and repair of machine parts, motors, trailers, and manufacturing equipment
- Awareness of welding safety procedures

### Physical Skills

- Ability to work from scaffolds and ladders
- Ability to work in awkward positions
- Ability to stand, stoop, bend, kneel, walk, and lift

# Welders and Cutters

15 Firms Responding Representing 66 Employees

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## Personal or Other Skills

- Mechanical aptitude
- Willingness to work with others
- Ability to work independently
- Ability to work under pressure and meet deadlines

## Basic Skills

- Able to read and follow directions and instructions
- Ability to follow written or oral instructions
- Basic math skills
- Job safety

---

## Supply and Demand

### Degree of Difficulty Finding Qualified Applicants

- Experienced Applicants: Very Difficult (3.27 on a scale of 4).
- Inexperienced Applicants: Do not hire

### Recruitment Methods

7 out of 15 employers responding to this question hire new employees by accepting walk-in applicants, the response to newspaper advertisements and based on referrals from current employees.

### Annual Turnover

Employers responding to the survey report a 15.8% annual turnover rate.

---

## Size of Occupation

### Size of Occupation

- 140-200 employees (medium to large)

### Gender

- 100% Male.

---

## Where The Jobs Are

### The major employing industries include:

- Partitions and fixtures,
- Fabricated structural metal products,
- Sawmills and planing mills,
- Miscellaneous durable goods,
- Iron and steel foundries, and
- Motor vehicles and equipment.

---

## Projections

### Annual Job Growth Rate

- 2.69 times the average (much faster than average)

### Number of New Hires in the Last Year: 22

- Promotions: 1
- Employees Leaving: 8
- New Positions: 9
- Temporary: 4

### Projected Job Openings (Through 2004)

- Job Openings from Growth: 60 positions
- Job Openings from Separations: 30 positions

### Employer Projected Occupation Growth

14 out of 15 employers responding to this question project their employment in this occupation will remain stable over the next 24 months. 1 out of 15 employers project their employment in this occupation will grow over the next 24 months.

---

## Other Information

### Promotional Opportunities

9 out of 15 employers promote from this occupation to other positions, such as:

- Journey person,
- Drafter,
- Machine Operator,
- Foreperson,
- Supervisor,
- Job Supervisor,
- Crew Supervisor,
- Shop Foreperson,
- Project Foreperson, and
- Maintenance Supervisor.

# Shasta County Training Directory

The Shasta County Training Directory was produced through a cooperative partnership between the Shasta County Private Industry Council (PIC) and the State of California Employment Development Department (EDD), Labor Market Information Division (LMID).

The information for this directory was originally collected as part of the California Training and Education Providers (CTEP) survey, a component of the California Cooperative Occupational Information System (CCOIS). A number of entries have been updated just prior to going to press to ensure that the information is the most current and accurate information possible.

Although we have listed these providers in The Occupational Outlook 2002, please note that the sponsoring partners, including the Employment Development Department (EDD) does not endorse the schools listed in the California Training and Education Provider (CTEP).

Private Industry Council funding for specific programs is subject to change without notice. Program placement is contingent upon client eligibility, assessment needs and the availability of training at the specific trainer. In addition, not all of the training providers and/or programs collected within this directory will necessarily meet the PIC acceptable vendors list criteria. Please contact your local service coordinator for specific information.

Please note that while we have made every effort to ensure that program information is accurate and current, this data does change frequently. Therefore, we recommend contacting the schools directly to verify the information listed in the profile.

## A Real Estate School – Griffin Realty & Mortgage Company

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### Contact Information

---

Physical and Mailing Address:  
2997 Churn Creek Road  
Redding, CA 96002

Phone: (530) 223-1768  
Fax: (530) 223-2831  
Website: None Provided  
Email: None Provided

---

### Accreditation

---

Not applicable – License preparation courses

---

### Services for Students

---

	YES	NO
Career Development	*	
Counseling	*	
Distance Learning		*
English as a Second Language		*
Financial Aid		*
Job Placement	*	
On-Site Child Care		*
Open Entry/Open Exit		*
Veteran Approved		*

---

### Training Programs

---

Real Estate

## American Truck School, LLC

---

### Contact Information

---

Physical and Mailing Address:  
8530 Commercial Way  
Redding, CA 96002

Phone: (530) 223-5693; (888) 700-5693  
Fax: (530) 223-1086  
Website: None Provided  
Email: atslc@msn.com

---

### Accreditation

---

Bureau For Private Post Secondary and Vocational  
Education

---

### Services for Students

---

	YES	NO
Career Development		*
Counseling	*	
Distance Learning		*
English as a Second Language		*
Financial Aid - (Employee Training Program)	*	
Job Placement	*	
On-Site Child Care		*
Open Entry/Open Exit		*
Veteran Approved	*	

---

### Training Programs

---

Truck, Bus and Other Commercial Vehicle Operator  
Tractor/Trailer Operation – Class A  
(4 and 6-week programs)

## Between The Lines

---

### Contact Information

---

Physical and Mailing Address:  
1784 Churn Creek Road  
Redding, CA 96002

Phone: (530) 223-2557  
Fax: (530) 226-6190  
Website: None Provided  
Email: btlines@aol.com

---

### Accreditation

---

Bureau For Private Post Secondary and Vocational  
Education

---

### Services for Students

---

	YES	NO
Career Development	*	
Counseling	*	
Distance Learning		*
English as a Second Language		*
Financial Aid	*	
Job Placement	*	
On-Site Child Care		*
Open Entry/Open Exit	*	
Veteran Approved	*	

---

### Training Programs

---

Administrative Management (Microsoft Office,  
Internet Services and Accounting Software)  
Computer aided Drafting Technology (Architectural, Civil,  
Mechanical and Graphics)  
Geological Information Systems (GIS)  
Medical Management Technology (Billing, Coding,  
Transcription and Terminology)

## Career Academy

---

### Contact Information

---

Physical and Mailing Address:  
2655 Bechelli Lane  
Redding, CA 96002

Phone: (530) 224-7227  
Fax: (530) 224-7226  
Website: [www.thecareeracademy.com](http://www.thecareeracademy.com)  
Email: [info@thecareeracademy.com](mailto:info@thecareeracademy.com)

---

### Accreditation

---

Bureau For Private Post Secondary and Vocational Education

---

### Services for Students

---

	YES	NO
Career Development		*
Counseling	*	
Distance Learning		*
English as a Second Language		*
Financial Aid	*	
Job Placement	*	
On-Site Child Care		*
Open Entry/Open Exit	*	
Veteran Approved	*	

---

### Training Programs

---

AutoCAD and Drafting Technology  
Clinical Medical Assisting  
Computer Network Technician  
Computer Repair and Service Technician  
Full Charge Bookkeeping  
Information Management Technology  
Medical Assisting  
Medical Front Office/ Billing Clerk  
MCSE Microsoft Certification  
Telecommunication Assembly and Repair Technology

## Cascade Small Business Development Center

---

### Contact Information

---

Physical and Mailing Address:  
737 Auditorium Drive, Suite A  
Redding, CA 96001

Phone: (530) 225-2770  
Fax: (530) 225-2769  
Website: [www.scedd.org](http://www.scedd.org)  
Email: [nheubeck@scedd.org](mailto:nheubeck@scedd.org)

---

### Accreditation

---

None Provided

---

### Services for Students

---

	YES	NO
Career Development	*	
Counseling	*	
Distance Learning		*
English as a Second Language		*
Financial Aid		*
Job Placement		*
On-Site Child Care		*
Open Entry/Open Exit	*	
Veteran Approved	*	

---

### Training Programs

---

Entrepreneurship

## Century 21 – Hilltop, Redding

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### Contact Information

---

Physical and Mailing Address:  
2040 Hilltop Drive  
Redding, CA 96002

Phone: (530) 221-7112  
Fax: (530) 221-7116  
Website: [www.century21.com](http://www.century21.com)  
Email: [century21hilltop@aol.com](mailto:century21hilltop@aol.com)

---

### Accreditation

---

Bureau For Private Post Secondary and Vocational  
Education

---

### Services for Students

---

	YES	NO
Career Development	*	
Counseling	*	
Distance Learning		*
English as a Second Language		*
Financial Aid		*
Job Placement		*
On-Site Child Care		*
Open Entry/Open Exit		*
Veteran Approved		*

---

### Training Programs

---

Real Estate

## Computer Learning Center, Redding

---

### Contact Information

---

Physical and Mailing Address:  
1647 Hartnell Ave, Suite 13  
Redding, CA 96002

Phone: (530) 223-6855  
Fax: (530) 223-6855  
Website: [computerlearningcenter.com](http://computerlearningcenter.com)  
Email: [tdemarco@shastalink.k12.ca.us](mailto:tdemarco@shastalink.k12.ca.us)

---

### Accreditation

---

Bureau For Private Post Secondary and Vocational Education

---

### Services for Students

---

	YES	NO
Career Development		*
Counseling		*
Distance Learning	*	
English as a Second Language		*
Financial Aid		*
Job Placement		*
On-Site Child Care		*
Open Entry/Open Exit	*	
Veteran Approved		*

---

### Training Programs

---

Information Processing and Data Entry Technician  
Software Applications: Corel Office, Microsoft Office,  
Windows 95 and Windows 98



## H & R Block Tax School

---

### Contact Information

---

Physical and Mailing Address:  
2643 Bechelli Lane  
Redding, CA 96002

Phone: (530) 223-6672  
Fax: (530) 223-6630  
Website: [www.hrblock.com](http://www.hrblock.com)  
Email: None Provided

---

### Accreditation

---

Bureau For Private Post Secondary and Vocational  
Education  
California Tax Education Council

---

### Services for Students

---

	YES	NO
Career Development		*
Counseling		*
Distance Learning		*
English as a Second Language		*
Financial Aid		*
Job Placement		*
On-Site Child Care		*
Open Entry/Open Exit		*
Veteran Approved		*

---

### Training Programs

---

Tax Preparation Course (11 weeks)

## Hillside Aviation

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### Contact Information

---

Physical and Mailing Address:  
2600 Gold Street  
Redding, CA 96001

Phone: (530) 241-4204  
Fax: (530) 241-7125  
Website: [www.hillsideaviation.com](http://www.hillsideaviation.com)  
Email: [info@hillsideaviation.com](mailto:info@hillsideaviation.com)

---

### Accreditation

---

Federal Aviation Administration

---

### Services for Students

---

	YES	NO
Career Development		*
Counseling	*	
Distance Learning		*
English as a Second Language		*
Financial Aid	*	
Job Placement		*
On-Site Child Care		*
Open Entry/Open Exit	*	
Veteran Approved		*

---

### Training Programs

---

Aircraft Pilot (Private)  
Aircraft Pilot (Professional)

## Jim and I Aviators

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### Contact Information

---

Physical and Mailing Address:  
6030 Old Oregon Trail  
Redding, CA 96002

Phone: (530) 221-5300  
Fax: (530) 221-8307  
Website: [www.jimandiaviators.com](http://www.jimandiaviators.com)  
Email: [jimandi@jps.net](mailto:jimandi@jps.net)

---

### Accreditation

---

Federal Aviation Administration

---

### Services for Students

---

	YES	NO
Career Development		*
Counseling		*
Distance Learning		*
English as a Second Language		*
Financial Aid		*
Job Placement		*
On-Site Child Care		*
Open Entry/Open Exit	*	
Veteran Approved	*	

---

### Training Programs

---

Aircraft Pilot (Private)  
Aircraft Pilot (Professional)  
Commercial and Instrument Rating

## National University, Redding

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### Contact Information

---

Physical and Mailing Address:  
2195 Larkspur Lane, Suite 200  
Redding, CA 96002

Phone: (530) 226-4000  
Fax: (530) 226-4040  
Website: [www.nu.edu](http://www.nu.edu)  
Email: [smitchell@nu.edu](mailto:smitchell@nu.edu)

---

### Accreditation

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American Association of Colleges for Teacher Education  
American Association of Intensive English Programs  
California Commission on Teacher Credentialing  
Commission on Collegiate Nursing Education  
Distance Education and Training Commission (Pending)  
National League for Nursing Accrediting Commission  
Western Association of Schools and Colleges (WASC)

---

### Services for Students

---

	YES	NO
Career Development		*
Counseling	*	
Distance Learning	*	
English as a Second Language		*
Financial Aid	*	
Job Placement		*
On-Site Child Care		*
Open Entry/Open Exit	*	
Veteran Approved	*	

---

### Degrees and Programs Offered

---

#### Bachelor of Arts with Major in:

Interdisciplinary Studies

#### Bachelor of Business Administration

#### Master of Arts with Major in:

Counseling Psychology

#### Master of Business Administration

#### Master of Education, Cross-Cultural Teaching with a Multiple or Single Subject Credential

#### Credentials:

CLAD certificate

Preliminary and Professional Clear Multiple Subject Teaching  
Credential with CLAD

Preliminary and Professional Clear Single Subject Teaching  
Credential with CLAD

## New Horizons Computer Learning Center

### Contact Information

#### Mailing Address:

1215 Howe Avenue  
Sacramento, CA 95825  
Main Telephone: (800) 488-8003

#### Physical Address:

1506 Market Street  
Redding, CA 96001

Phone: (530) 245-9368  
Fax: (530) 245-9375  
Website: [www.newhorizons.com](http://www.newhorizons.com)  
Email: [charles.kitsman@newhorizons.com](mailto:charles.kitsman@newhorizons.com)

### Accreditation

Bureau For Private Post Secondary and Vocational Education

### Services for Students

	YES	NO
Career Development	*	
Counseling	*	
Distance Learning		*
English as a Second Language		*
Financial Aid		*
Job Placement		*
On-Site Child Care		*
Open Entry/Open Exit		*
Veteran Approved		*

### Training Programs

Business Information and Data Systems  
Computer and Information Sciences  
Computer Engineering  
Computer Engineering Tech./Technician  
Computer Programming  
Computer Science  
Computer Systems Analysis  
Data Processing Tech./Technician  
Electrical, Electronic and Comm. Engin. Tech./Technician  
Engineering Design  
Information Sciences and Systems

## New Life Institute School of Massage Therapy

### Contact Information

#### Physical and Mailing Address:

1159 Hilltop Drive  
Redding, CA 96003

Phone: (530) 222-1467  
Fax: (530) 222-3489  
Website: [www.newlifeinstitute.com](http://www.newlifeinstitute.com)  
Email: [glatal@c-zone.net](mailto:glatal@c-zone.net)

### Accreditation

Bureau For Private Post Secondary and Vocational Education

### Services for Students

	YES	NO
Career Development	*	
Counseling	*	
Distance Learning		*
English as a Second Language		*
Financial Aid		*
Job Placement		*
On-Site Child Care		*
Open Entry/Open Exit		*
Veteran Approved		*

### Training Programs

Massage Courses:  
Basic Massage Therapy (180 hours)  
Advanced Therapeutic Massage Therapy (120 hours)

## North State Technical Institute

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### Contact Information

---

Physical Address:  
2608 Hartnell Avenue  
Redding, CA 96002

Mailing Address:  
P. O. Box 359  
Anderson, CA 96007

Phone: (530) 222-6708  
Fax: (530) 223-0679  
Website: www.nsti-ca.com  
Email: info@nsti-ca.com

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### Accreditation

---

Bureau For Private Post Secondary and Vocational  
Education

---

### Services for Students

---

	YES	NO
Career Development	*	
Counseling		*
Distance Learning	*	
English as a Second Language		*
Financial Aid	*	
Job Placement	*	
On-Site Child Care		*
Open Entry/Open Exit		*
Veteran Approved		*

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### Training Programs

---

Electrical and Electronics Equipment Installer and Repairer  
Electrical, Electronic and Communications Engineering  
Technician  
Electronic Security Design, Installation and Service  
Fire Protection and Safety Technician

## North Valley Helicopters

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### Contact Information

---

Physical Address:  
3770 Flight Avenue  
Redding, CA 96002

Mailing Address:  
1535 Fresia Way  
Redding, CA 96003

Phone: (530) 222-3122  
Fax: (530) 222-4488  
Website: None Provided  
Email: nvhelicopter@pobox.com

---

### Accreditation

---

Federal Aviation Administration

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### Services for Students

---

	YES	NO
Career Development		*
Counseling		*
Distance Learning		*
English as a Second Language		*
Financial Aid		*
Job Placement	*	
On-Site Child Care		*
Open Entry/Open Exit	*	
Veteran Approved		*

---

### Training Programs

---

Aircraft Pilot (Private)  
Aircraft Pilot and Flight Instructor (Professional)

## Shasta Bible College

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### Contact Information

---

Physical and Mailing Address:  
2980 Hartnell Avenue  
Redding, CA 96002

Phone: (530) 221-4275  
Fax: (530) 221-6929  
Website: [www.shasta.edu](http://www.shasta.edu)  
Email: [ggunn@shasta.edu](mailto:ggunn@shasta.edu)

---

### Accreditation

---

Association of Christian Schools International  
Bureau For Private Post Secondary and Vocational  
Education  
Transnational Association of Christian Colleges and  
Schools

---

### Services Offered

---

	YES	NO
Career Development	*	
Counseling	*	
Distance Learning	*	
English as a Second Language		*
Financial Aid	*	
Job Placement	*	
On-Site Child Care		*
Open Entry/Open Exit	*	
Veteran Approved	*	

---

### Training Programs

---

Bible and Biblical Studies  
Pre-Elementary, Early Childhood and Kindergarten  
Teacher Education  
School and Church Administration  
Teacher Education, Specific Academic and Vocational  
Programs

## Shasta College

---

### Contact Information

---

Physical Address:  
11555 Old Oregon Trail  
Redding, CA 96003

Mailing Address:  
P.O. Box 496006  
Redding, CA 96049-6006

Phone: (530) 225-4600  
Fax: (530) 225-4990  
Website: [www.shasta.college.edu](http://www.shasta.college.edu)  
Email: [info@shastacollege.edu](mailto:info@shastacollege.edu)

---

### Accreditation

---

Western Association of Schools and Colleges

---

### Services for Students

---

	YES	NO
Career Development	*	
Counseling	*	
Distance Learning	*	
English as a Second Language	*	
Financial Aid	*	
Job Placement	*	
On-Site Child Care	*	
Open Entry/Open Exit	*	
Veteran Approved	*	

---

### Training Programs

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Shasta College is a community college that offers Associate Degree Transfer/General Education (T/GE) programs, Associate Degree Vocational/Occupational (V/O) programs and Certificate (C) programs. The school has organized its course offerings into five Instructional Centers of Excellence.

#### Center for Arts, Culture, and Society

- Anthropology [T/GE]
- Art [T/GE; V/O]
- Communication Arts [T/GE; V/O]
- Economics [T/GE]
- English [T/GE]
- Foreign Languages [T/GE]
- Geography [T/GE]
- History [T/GE]
- Humanities [T/GE]
- Journalism [V/O; C]
- Music [T/GE; V/O; C]
- Philosophy [T/GE]
- Political Science [T/GE]
- Sociology [T/GE]
- Theatre Arts [T/GE; V/O; C]

## Shasta College (continued)

### Center for Public Safety, Sports and Fitness

- Administration of Justice [V/O]
- Fire Technology [V/O]
- Fire Technology – Oil Fire [C]
- Fire Technology – Wildland Fire Suppression [C]

### Center For Business and Technology

- Accounting Clerk / Bookkeeper [C]
- Architectural Drafting Technology [V/O; C]
- Aviation Maintenance Technology [V/O; C]
- Business Administration [V/O]
- Civil Engineering Technology [V/O; C]
- Computer Electronics [V/O]
- Computer Maintenance [C]
- Computer Repair [C]
- Culinary Arts [V/O; C]
- Drafting Technology [V/O; C]
- Electronics Technology [V/O]
- Engineering [T/GE]
- Information Processing Specialist [V/O; C]
- Legal Assistant [V/O]
- Mathematics [T/GE]
- Mechanical Drafting Technology [V/O; C]
- Real Estate [C]
- Records Management (File Clerk) [V/O; C]
- Retail Clerk [C]
- Secretary – Executive Office Assistant [V/O]
- Secretary – Legal [V/O]
- Transcriptionist – Legal [C]
- Transcriptionist – Medical [C]

### Center for Human Development

- Early Childhood Education [V/O]
- Home Economics [V/O]
- Medical Assisting – Clinical [C]
- Nurse Aide / Home Health Aide [C]
- Nursing – Association Degree [V/O]
- Nursing – Vocational [C]
- Psychology [T/GE]
- Residential Care Counselor [V/O; C]
- Teacher Aide [C]
- Teacher Assistant [V/O]

### Center for Science, Industry and Natural Resources

- Agriculture – Business [V/O]
- Agriculture – Production [V/O]
- Anatomy [T/GE]
- Anthropology [T/GE]
- Automotive Technology [V/O; C]
- Biology [T/GE]
- Botany [T/GE]

### Center for Science, Industry and Natural Resources

#### (continued)

- Chemistry [T/GE]
- Construction Technology [V/O; C]
- Diesel Technology [V/O; C]
- Equine Science [V/O; C]
- Equipment Operations and Maintenance [C]
- Environmental Horticulture Management [V/O; C]
- Geology [T/GE]
- Horticulture – Floral Design [C]
- Horticulture – Retail Nursery Sales [C]
- Microbiology [T/GE]
- Natural History [T/GE]
- Natural Resources [V/O; C]
- Natural Resources – Chain Saws Operation and Maintenance [C]
- Natural Resources – Log Scaling [C]
- Natural Resources – Lumber Grading [C]
- Natural Resources – Surveying [C]
- Physics [T/GE]
- Physiology [T/GE]
- Water/Waste Water Treatment [C]
- Welding Technology [V/O; C]

## Shasta Regional Community Foundation: Grant and Resource Center of Northern California

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### Contact Information

---

Physical and Mailing Address:  
2280 Benton Drive, Bldg. C, Suite A  
Redding, CA 96003

Phone: (530) 244-1219  
Fax: (530) 244-0905  
Website: [www.grcnc.org](http://www.grcnc.org)  
Email: [library@grcnc.org](mailto:library@grcnc.org)

---

### Accreditation

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None Provided

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### Services for Students

---

	YES	NO
Career Development		*
Counseling		*
Distance Learning		*
English as a Second Language		*
Financial Aid	*	
Job Placement		*
On-Site Child Care		*
Open Entry/Open Exit		*
Veteran Approved		*

---

### Training Programs

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Note: For Non-Profits Only

Business Management and Administrative Services  
Financial Management and Services

## Shasta School of Cosmetology

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### Contact Information

---

Physical and Mailing Address:  
678 N. Market Street  
Redding, CA 96003

Phone: (530) 243-7990  
Fax: (530) 243-0632  
Website: None Provided  
Email: None Provided

---

### Accreditation

---

Bureau For Private Post Secondary and Vocational Education

---

### Services for Students

---

	YES	NO
Career Development	*	
Counseling	*	
Distance Learning		*
English as a Second Language		*
Financial Aid	*	
Job Placement		*
On-Site Child Care		*
Open Entry/Open Exit	*	
Veteran Approved	*	

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### Training Programs

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Cosmetology  
Manicuring  
Instructor Training

## Shasta-Trinity Regional Occupational Program

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### Contact Information

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Physical and Mailing Address:  
4659 Eastside Road  
Redding, CA 96001

Phone: (530) 246-3302  
Fax: (530) 246-3306  
Website: [www.shastalink.k12.ca.us/rop](http://www.shastalink.k12.ca.us/rop)  
Email: [shastarop@shastalink.k12.ca.us](mailto:shastarop@shastalink.k12.ca.us)

---

### Accreditation

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California State Department of Education  
(Note: Only courses are approved)

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### Services for Students

---

	YES	NO
Career Development	*	
Counseling	*	
Distance Learning		*
English as a Second Language		*
Financial Aid		*
Job Placement	*	
On-Site Child Care		*
Open Entry/Open Exit	*	
Veteran Approved		*

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### Training Programs

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- Accounting Technician
- Agricultural Mechanization
- Agriculture and Agricultural Science
- Animal Sciences
- Auto Mechanic and Technician
- Banking and Financial Support Services
- Building and Property Maintenance and Management
- Business Marketing and Marketing Management
- Child Growth, Care and Development Studies
- Communications
- Computer Science
- Construction and Building Technician
- Cosmetologist
- Dental Assistant
- Electrical and Electronic Drafting
- Fire Science and Firefighting
- Food and Beverage and Restaurant Operations Manager
- General Office, Clerical and Typing Services
- Health and Medical Preparatory Programs
- Heavy Equipment Maintenance and Repairer
- Horticultural Science
- Landscaping Operations and Management

## Shasta-Trinity Regional Occupational Program (continued)

- Law Enforcement and Police Science
- Marketing and Distribution Operations
- Mechanics and Repairers
- Medical Assistant
- Medical Laboratory Technician
- Medical Office Management
- Natural Resources Management and Protective Services
- Nurse Assistant and Aide
- Pharmacy Technician and Assistant
- Photography
- Veterinarian Assistant and Animal Health Technician



## Simpson College

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### Contact Information

---

Physical and Mailing Address:  
2211 College View Drive  
Redding, CA 96003

Phone: (530) 224-5606  
Fax: (530) 224-5627  
Website: [www.simpsonca.edu](http://www.simpsonca.edu)  
Email: [admissions@simpsonca.edu](mailto:admissions@simpsonca.edu)

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### Accreditation

---

Western Association of Schools and Colleges

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### Services Offered

---

	YES	NO
Career Development	*	
Counseling	*	
Distance Learning		*
English as a Second Language		*
Financial Aid	*	
Job Placement		*
On-Site Child Care		*
Open Entry/Open Exit		*
Veteran Approved	*	

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### Under Graduate Degrees and Programs

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- Administration of Special Education
- Bible and Biblical Studies
- Business Administration and Management
- Communications
- Education
- Educational Supervision
- English Language and Literature
- English Teacher Education
- History
- Human Resources Management
- Liberal Arts and Sciences and Liberal Studies
- Mathematics
- Missions, Missionary Studies and Misology
- Music
- Music Teacher Education
- Pastoral Counseling and Specialized Ministries
- Psychology
- Reading, Literacy and Communication Skills
- Reading Teacher Education
- Social Science Teacher Education
- Social Sciences
- Teacher Education and Vocational Programs
- Theological and Ministerial Studies
- Theological Studies and Religious Vocations
- Theology and Theological Studies

## SMART Community Employment Center Learning Lab – Anderson

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### Contact Information

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Physical and Mailing Address:  
2684 Gateway Drive  
Anderson, CA 96007

Phone: (530) 378-6026  
Fax: (530) 378-6912  
TTY: (530) 225-2095  
Website: [www.shastasmart.com](http://www.shastasmart.com)  
Email: [mnancy@shastasmart.com](mailto:mnancy@shastasmart.com)

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### Accreditation

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Bureau For Private Post Secondary and Vocational Education

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### Services for Students

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	YES	NO
Career Development	*	
Counseling		*
Distance Learning		*
English as a Second Language		*
Financial Aid		*
Job Placement		*
On-Site Child Care		*
Open Entry/Open Exit	*	
Veteran Approved	*	

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### Training Programs

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Adult Education Skill Enhancement  
Business Software Courses  
Computer Fundamentals Course  
Employment Related Workshops  
GED Preparation and Tutoring  
Independent Study Software  
Typing And Data Entry Testing

## SMART Community Employment Center Learning Lab – Burney

### Contact Information

Physical Address:

37140 Main Street  
Burney, CA 96013

Mailing Address:

P. O. Box 1289  
Burney, CA 96013

Phone: (530) 335-3300  
Fax: (530) 335-2662  
TTY: (530) 225-2095  
Website: www.shastasmart.com  
Email: mnancy@shastasmart.com

### Accreditation

Bureau For Private Post Secondary and Vocational  
Education

### Services for Students

	YES	NO
Career Development	*	
Counseling		*
Distance Learning		*
English as a Second Language		*
Financial Aid		*
Job Placement		*
On-Site Child Care		*
Open Entry/Open Exit	*	
Veteran Approved	*	

### Training Programs

Adult Education Skill Enhancement  
Business Software Courses  
Computer Fundamentals Course  
Employment Related Workshops  
GED Preparation and Tutoring  
Independent Study Software  
Typing And Data Entry Testing

## SMART Community Employment Center Learning Lab – Redding

### Contact Information

Physical and Mailing Address:

1201 Placer Street  
Redding, CA 96001

Phone: (530) 225-2088  
Fax: (530) 225-2225  
TTY: (530) 225-2095  
Website: www.shastasmart.com  
Email: mnancy@shastasmart.com

### Accreditation

Bureau For Private Post Secondary and Vocational Education

### Services for Students

	YES	NO
Career Development	*	
Counseling		*
Distance Learning		*
English as a Second Language		*
Financial Aid		*
Job Placement		*
On-Site Child Care		*
Open Entry/Open Exit	*	
Veteran Approved	*	

### Training Programs

Adult Education Skill Enhancement  
Business Software Courses  
Computer Fundamentals Course  
Employment Related Workshops  
GED Preparation and Tutoring  
Independent Study Software  
Typing And Data Entry Testing

## **SMART Community Employment Center Learning Lab – Shasta Lake City**

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### **Contact Information**

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Physical and Mailing Address:  
5010 Shasta Dam Blvd  
Shasta Lake City, CA 96019

Phone: (530) 275-7654  
Fax: (530) 275-7668  
TTY: (530) 225-2095  
Website: [www.shastasmart.com](http://www.shastasmart.com)  
Email: [mnancy@shastasmart.com](mailto:mnancy@shastasmart.com)

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### **Accreditation**

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Bureau For Private Post Secondary and Vocational  
Education

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### **Services for Students**

---

	YES	NO
Career Development	*	
Counseling		*
Distance Learning		*
English as a Second Language		*
Financial Aid		*
Job Placement		*
On-Site Child Care		*
Open Entry/Open Exit	*	
Veteran Approved	*	

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### **Training Programs**

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Adult Education Skill Enhancement  
Business Software Courses  
Computer Fundamentals Course  
Employment Related Workshops  
GED Preparation and Tutoring  
Independent Study Software  
Typing And Data Entry Testing

## **Travel School of Redding**

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### **Contact Information**

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Physical and Mailing Address:  
2390 Athens Avenue  
Redding, CA 96001

Phone: (530) 244-1431  
Fax: (530) 244-7061  
Website: [www.avantitravel.com](http://www.avantitravel.com)  
Email: [school@avantitravel.com](mailto:school@avantitravel.com)

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### **Accreditation**

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Bureau For Private Post Secondary and Vocational Education

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### **Services for Students**

---

	YES	NO
Career Development		*
Counseling	*	
Distance Learning		*
English as a Second Language		*
Financial Aid		*
Job Placement	*	
On-Site Child Care		*
Open Entry/Open Exit		*
Veteran Approved		*

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### **Training Programs**

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Professional Travel Agent  
Travel Services Marketing Operations

## United Educational Services

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### Contact Information

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Physical and Mailing Address:  
942 Merchant Street  
Redding, CA 96002

Phone: (530) 226-6415  
Fax: (530) 223-0161  
Website: [www.unitededucational.com](http://www.unitededucational.com)  
Email: None Provided

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### Accreditation

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Bureau For Private Post Secondary and Vocational  
Education

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### Services for Students

---

	YES	NO
Career Development		*
Counseling		*
Distance Learning	*	
Financial Aid		*
Job Placement	*	
On-Site Child Care		*
Open Entry/Open Exit		*
Veteran Approved		*

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### Training Programs

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Real Estate

## Apprenticeship Opportunities

The apprenticeship system is founded upon practical, on-the-job training and related academic instruction. These programs vary in length from one to five years and are planned to meet the needs of a particular industry or occupation.

This is an earn-as-you-learn program. In addition, you will receive medical insurance, pension credits, vacation pay, an annuity contribution and tuition-free classes.

When training is completed, an apprentice receives a Journeyman's Status Certificate issued by the State of California Department of Industrial Relations, Division of Apprenticeship Standards. This certificate gives the recipient recognition in their industry as being trained and fully qualified in that skill.

For further information please write or call:

State of California  
Department of Industrial Relations  
Division of Apprenticeship Standards  
2424 Arden Way, Suite 160  
Sacramento, CA 95825  
Phone: (916) 263-2877  
Fax: (916) 263-0981

Or you may visit their website at: [www.dir.ca.gov](http://www.dir.ca.gov)

The following apprenticeships are available in Shasta County:

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### Carpenters

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Carpenters Union Local 1599  
900 Locust Street, Room 1  
Redding, CA 96001  
Phone: (530) 241-2022  
Fax: (530) 241-2023  
On the web at: [www.carpenter-trng-ncal.org](http://www.carpenter-trng-ncal.org)

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### Electricians

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Shasta/Butte Electrical Industry Joint Apprentice  
Training Committee  
900 Locust Street  
Redding, CA 96001  
Phone: (530) 241-2468  
Fax: (530) 241-0319  
On the web at: [www.ibewlocal340.org](http://www.ibewlocal340.org)

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### Plumbing, Heating and Cooling

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Plumbing, Heating and Cooling Contractors (PHCC)  
Shasta Builder's Exchange  
2990 Innsbruck Drive  
Redding, CA 96003  
Phone: (530) 221-5556

# Training Providers for 1999-2001 Surveyed Occupations

These training providers offer training and skills associated with the 1999-2001 studied occupations. For more information on these providers, please refer to the Training Directory on pages 132-147.

<b>Automotive Body and Related Repairers (OES 853050)</b> <ul style="list-style-type: none"> <li>Shasta College</li> <li>Shasta-Trinity Regional Occupational Program</li> </ul>	<b>Cooks- Restaurant (OES 650260)</b> <ul style="list-style-type: none"> <li>Shasta College</li> <li>Shasta-Trinity Regional Occupational Program</li> </ul>
<b>Automotive Mechanics (OES 853020)</b> <ul style="list-style-type: none"> <li>Shasta College</li> <li>Shasta-Trinity Regional Occupational Program</li> </ul>	<b>Dental Assistants (OES 660020)</b> <ul style="list-style-type: none"> <li>Shasta College</li> <li>Shasta-Trinity Regional Occupational Program</li> </ul>
<b>Bakers- Bread and Pastry (OES 650210)</b> <ul style="list-style-type: none"> <li>Shasta College</li> <li>Shasta-Trinity Regional Occupational Program</li> </ul>	<b>Dental Hygienists (OES 329080)</b> <ul style="list-style-type: none"> <li>Shasta College</li> <li>Shasta-Trinity Regional Occupational Program</li> </ul>
<b>Bill and Account Collectors (OES 535080)</b> <ul style="list-style-type: none"> <li>Career Academy</li> <li>Shasta College</li> <li>SMART Community Employment Center Learning Lab</li> </ul>	<b>Educational Administrators (OES 150050)</b> <ul style="list-style-type: none"> <li>National University, Redding</li> <li>Shasta Bible College</li> <li>Shasta College</li> <li>Simpson College</li> </ul>
<b>Bookkeeping, Accounting and Auditing Clerks (OES 553380)</b> <ul style="list-style-type: none"> <li>Between the Lines</li> <li>Career Academy</li> <li>H and R Block</li> <li>Shasta College</li> <li>SMART Community Employment Center Learning Lab</li> </ul>	<b>Electricians (OES 872020)</b> <ul style="list-style-type: none"> <li>North State Technical Institute</li> <li>Shasta College</li> <li>Shasta-Trinity Regional Occupational Program</li> </ul>
<b>Child Care Workers (OES 680380)</b> <ul style="list-style-type: none"> <li>Shasta Bible College</li> <li>Shasta College</li> <li>Shasta-Trinity Regional Occupational Program</li> </ul>	<b>Financial Managers (OES 130020)</b> <ul style="list-style-type: none"> <li>Grant and Resource Center of Northern California</li> <li>Shasta College</li> <li>Simpson College</li> </ul>
<b>Computer Programmers (OES 251051)</b> <ul style="list-style-type: none"> <li>Between The Lines</li> <li>New Horizons Computer Learning Center</li> <li>Shasta College</li> <li>Shasta-Trinity Regional Occupational Program</li> </ul>	<b>Food Service Managers (OES 150261)</b> <ul style="list-style-type: none"> <li>Shasta-Trinity Regional Occupational Program</li> <li>Shasta College</li> </ul>
<b>Construction Managers (OES 150170)</b> <ul style="list-style-type: none"> <li>Shasta College</li> <li>Shasta-Trinity Regional Occupational Program</li> </ul>	<b>General Managers and Top Executives (OES 190050)</b> <ul style="list-style-type: none"> <li>Grant and Resource Center of Northern California</li> <li>National University, Redding</li> <li>Shasta College</li> <li>Simpson College</li> </ul>

# Training Providers for 1999-2001 Surveyed Occupations

<p><b>General Office Clerks (OES 553470)</b></p> <ul style="list-style-type: none"> <li>Between the Lines</li> <li>Career Academy</li> <li>Computer Learning Center</li> <li>Shasta College</li> <li>Shasta-Trinity Regional Occupational Program</li> <li>SMART Community Employment Center Learning Labs</li> </ul>	<p><b>Maintenance Repairers- General (OES 851320)</b></p> <ul style="list-style-type: none"> <li>North State Technical Institute (Electrical and Electronic Equipment Training)</li> <li>Shasta College</li> <li>Shasta-Trinity Regional Occupational Program</li> </ul>
<p><b>Hairdressers, Hairstylists and Cosmetologists (OES 680050)</b></p> <ul style="list-style-type: none"> <li>Shasta School of Cosmetology</li> <li>Shasta-Trinity Regional Occupational Program</li> </ul>	<p><b>Medical Assistants (OES 660050)</b></p> <ul style="list-style-type: none"> <li>Between the Lines</li> <li>Shasta College</li> <li>Shasta-Trinity Regional Occupational Program</li> </ul>
<p><b>Heating, Air Conditioning and Refrigeration (OES 859020)</b></p> <ul style="list-style-type: none"> <li>Shasta-Trinity Regional Occupational Program</li> <li>Shasta College</li> </ul>	<p><b>Nurses Aides (OES 660080)</b></p> <ul style="list-style-type: none"> <li>Shasta College</li> <li>Shasta-Trinity Regional Occupational Program</li> </ul>
<p><b>Home Health Aides (OES 660110)</b></p> <ul style="list-style-type: none"> <li>Shasta College</li> <li>Shasta-Trinity Regional Occupational Program</li> </ul>	<p><b>Order Fillers (OES 580260)</b></p> <ul style="list-style-type: none"> <li>Shasta College (Retail Clerk)</li> </ul>
<p><b>Human Services Worker (OES 273080)</b></p> <ul style="list-style-type: none"> <li>National University, Redding</li> <li>Shasta College</li> <li>Simpson College</li> </ul>	<p><b>Paralegal Personnel (OES 283050)</b></p> <ul style="list-style-type: none"> <li>Shasta College</li> </ul>
<p><b>Instructional Aides (OES 315211)</b></p> <ul style="list-style-type: none"> <li>Shasta College</li> <li>SMART Community Employment Center Learning Lab</li> </ul>	<p><b>Personnel, Training and Labor Relations Managers (OES 130050)</b></p> <ul style="list-style-type: none"> <li>Between the Lines</li> <li>National University, Redding</li> <li>Simpson College (Business Administration)</li> <li>Shasta College</li> </ul>
<p><b>Laborers, Landscaping /Groundskeepers (OES 790410)</b></p> <ul style="list-style-type: none"> <li>Shasta College</li> <li>Shasta-Trinity Regional Occupational Program</li> </ul>	<p><b>Physical Therapists (OES 323080)</b></p> <ul style="list-style-type: none"> <li>Shasta College</li> </ul>
<p><b>Legal Secretaries (OES 551020)</b></p> <ul style="list-style-type: none"> <li>Shasta College</li> </ul>	<p><b>Receptionists and Information Clerks (OES 553050)</b></p> <ul style="list-style-type: none"> <li>Career Academy</li> <li>Shasta College</li> <li>Shasta-Trinity Regional Occupational Program</li> <li>SMART Community Employment Center Learning Lab</li> </ul>
<p><b>Licensed Vocational Nurses (OES 325050)</b></p> <ul style="list-style-type: none"> <li>Shasta College</li> <li>Shasta-Trinity Regional Occupational Program</li> </ul>	<p><b>Registered Nurses (OES 325020)</b></p> <ul style="list-style-type: none"> <li>Shasta College</li> </ul>

# Training Providers for 1999-2001 Surveyed Occupations

These training providers offer training and skills associated with the 1999-2001 studied occupations. For more information on these providers, please refer to the Training Directory on pages 132-147.

<p><b>Residential Counselors (OES 273070)</b></p> <ul style="list-style-type: none"> <li>Shasta College</li> <li>Shasta-Trinity Regional Occupational Program</li> <li>SMART Community Employment Center Learning Lab</li> </ul>	<p><b>Teachers - Preschool (OES 313030)</b></p> <ul style="list-style-type: none"> <li>Shasta Bible College</li> <li>Shasta College</li> </ul>
<p><b>Salespersons - Retail (OES 490112)</b></p> <ul style="list-style-type: none"> <li>Shasta College (Retail Clerk)</li> </ul>	<p><b>Teachers - Secondary (OES 313080)</b></p> <ul style="list-style-type: none"> <li>National University</li> <li>Shasta Bible College</li> <li>Shasta College</li> <li>Simpson College</li> </ul>
<p><b>Secretaries, Except Legal and Medical (OES 551080)</b></p> <ul style="list-style-type: none"> <li>Between the Lines</li> <li>Career Academy</li> <li>Computer Learning Center</li> <li>New Horizons Computer Learning Center</li> <li>Shasta College</li> <li>Shasta-Trinity Regional Occupational Program</li> <li>SMART Community Employment Center Learning Lab</li> </ul>	<p><b>Teachers – Special Education (OES 313110)</b></p> <ul style="list-style-type: none"> <li>National University</li> <li>Shasta Bible College</li> <li>Shasta College</li> <li>Simpson College</li> </ul>
<p><b>Social Workers – Medical and Psychiatric (OES 273020)</b></p> <ul style="list-style-type: none"> <li>National University, Redding</li> <li>Shasta College</li> <li>Simpson College</li> </ul>	<p><b>Truck Drivers – Heavy or Tractor Trailer (OES 971020)</b></p> <ul style="list-style-type: none"> <li>American Truck School, LLC</li> </ul>
<p><b>Systems Analysts – Electronic Data Processing (OES 251020)</b></p> <ul style="list-style-type: none"> <li>Between the Lines</li> <li>Computer Learning Center</li> <li>New Horizons Computer Learning Center</li> <li>Shasta College</li> <li>Shasta-Trinity Regional Occupational Program</li> </ul>	<p><b>Vehicle Salesperson – Retail (OES 490111)</b></p> <ul style="list-style-type: none"> <li>Shasta-Trinity Regional Occupational Program</li> <li>Shasta College (Retail Sales)</li> </ul>
<p><b>Teachers – Elementary (OES 313050)</b></p> <ul style="list-style-type: none"> <li>National University</li> <li>Shasta Bible College</li> <li>Shasta College</li> <li>Simpson College</li> </ul>	<p><b>Welders and Cutters (OES 939140)</b></p> <ul style="list-style-type: none"> <li>Shasta-Trinity Regional Occupational Program</li> </ul>
<p><b>Teachers – Kindergarten (OES 313040)</b></p> <ul style="list-style-type: none"> <li>National University</li> <li>Shasta Bible College</li> <li>Shasta College</li> <li>Simpson College</li> </ul>	<p><b>Specific training programs are not available for:</b></p> <ul style="list-style-type: none"> <li>Amusement and Recreation Attendants (OES 680140)</li> <li>Assemblers and Fabricators – Except Machine, Electrical and Precision (OES 939560)</li> <li>Bartenders (OES 650050)</li> <li>Bus Drivers (OES 971110)</li> <li>Cashiers (OES 490230)</li> <li>First Line Supervisors and Manager/Supervisors – Clerical and Administrative Support Occupations (OES 510020)</li> <li>Food Preparation Workers (OES 650380)</li> <li>Guards and Watch Guards (OES 630470)</li> <li>Hand Packers and Packagers (OES 989020)</li> <li>Hotel Desk Clerk (OES 538080)</li> <li>Maids and Housekeeping Cleaners (OES 670020)</li> <li>Stock Clerks – Stockroom, Warehouse, Storage Yard (OES 580230)</li> <li>Truck Drivers – Light, Including Delivery and Route Workers (OES 971050)</li> </ul>

# Alphabetical List of Surveyed Occupations, 1995-2001

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The following is a complete alphabetical listing of occupations and the year or years that they were surveyed by the California Cooperative Occupational Information System (CCOIS) program in Shasta County.

Occupations surveyed in 1999, 2000 and 2001 are available in this 2002 edition of the Occupational Outlook.

Information on occupations surveyed from 1995 to 1998 is available on the Shasta County Private Industry Council's labor market information website at [www.norcalink.com](http://www.norcalink.com) or by contacting:

CCOIS Coordinator  
Shasta County Private Industry Council  
1201 Placer Street  
Redding, California 96001  
Phone: (530) 245-1570  
Fax: (530) 245-1596

## A

Accountants and Auditors (1997)  
Amusement and Recreation Attendants (1999)  
Assemblers and Fabricators (1995)  
Assemblers and Fabricators – Except Machine, Electrical, Electronic and Precision (2000)  
Assemblers – Electrical and Electronic Equipment (Precision) (1998)  
Automotive Body and Related Repairers (1999)  
Automotive Mechanics (1997, 2000)

## B

Bakers – Bread and Pastry (1997, 2001)  
Bartenders (1999)  
Bill and Account Collectors (1999)  
Billing, Cost and Rate Clerks (1998)  
Bookkeeping, Accounting and Auditing Clerks, including Bookkeepers (1995, 1998, 2001)  
Bus Drivers – School (2000)

## C

Carpenters (1995)  
Cashiers (1996, 2000)  
Child Care Workers (1996, 1999)  
Computer Network Technicians (1998)  
Computer Programmers, including Aides (1996, 2001)  
Construction Managers (2000)  
Cooks – Restaurant (1995, 2001)  
Cooks – Specialty Fast Food (1997)  
Correction Officers and Jailers (1997)  
Cost Estimators (1998)  
Counter and Rental Clerks (1998)  
Customer Service Representatives – Non-Utilities (1995)

## D

Data Entry Keyers (1995)  
Dental Assistants (1996, 1999)  
Dental Hygienists (1997, 2001)

## E

Education Administrators (1999)  
Electrical and Electronic Engineers (1996)  
Electricians (1995, 1999)



# Alphabetical List of Surveyed Occupations, 1995-2001

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## F

Financial Managers (1999)  
First Line Supervisors and Manager/Supervisors –  
Clerical and Administrative Support (2000)  
First Line Supervisors and Manager/Supervisors –  
Sales and Related Occupations (1995, 1998)  
Food Preparation Workers (1997, 2000)  
Food Service Managers (1996, 2001)

## G

Gardeners, Groundskeepers, except Farm (1997)  
General Managers and Top Executives (1999)  
General Office Clerks (1997, 2000)  
Guards and Watch Guards (1995, 2000)

## H

Hairdressers, Hairstylists and Cosmetologists (1999)  
Hand Packers and Packagers (2001)  
Heating, Air Conditioning and Refrigeration  
Mechanics and Installers (1995, 1999)  
Home Health Aides (1999)  
Home Health Care Workers (1995)  
Hosts, Hostesses – Restaurant, Lounge or Coffee  
Shop (1998)  
Hotel Desk Clerks (2000)  
Human Service Workers (1997, 2001)

## I, J, K and L

Instructional Aides (1998, 2001)  
Janitors and Cleaners, except Maids and  
Housekeeping Cleaners (1998)  
Kindergarten Teachers (see “Teachers –  
Kindergarten”)  
Laborers, Landscaping and Groundskeeping (2001)  
Legal Secretaries (1996, 1999)  
Licensed Vocational Nurses (1995, 2000)

## M

Machinists (1998)  
Maids and Housekeeping Cleaners (1997, 2000)  
Maintenance Repairers – General Utility (1997,  
2001)  
Marketing, Advertising and Public Relations  
Managers (1997)  
Medical Assistants (1996, 1999)  
Medical Secretaries (1997)  
Medical Records Technicians (1996)

## N and O

Nurse Aides (1995, 2000)  
Office Managers (1995)  
Order Fillers, Wholesale and Retail Sales (1999)

## P and Q

Paralegal Personnel (1995, 2001)  
Personnel, Training and Labor Relations Managers  
(1998, 2001)  
Pharmacy Technicians (1997)  
Physical Therapy Aides (1996)  
Physical Therapy Assistants (1996)  
Preschool Teachers (see “Teachers – Preschool”)

## R

Receptionists and Information Clerks (1996, 1999)  
Recreation Workers (1998)  
Registered Nurses (1996, 2001)  
Residential Counselors (1998, 2001)

## S

Salespersons – Retail, except Vehicles (1996, 2001)  
Sales Agents – Selected Business Services (1996)  
School Bus Drivers (see “Bus Drivers – School”)  
Secretaries (1995)  
Secretaries, except Legal and Medical (1998, 2001)  
Secretaries – Legal (see “Legal Secretaries”)  
Secretaries – Medical (see “Medical Secretaries”)  
Social Workers, except Medical and Psychiatric  
(1998)  
Social Workers – Medical and Psychiatric (2000)  
Stock Clerks – Sales Floor (1997)  
Stock Clerks – Stockroom, Warehouse, Storage Yard  
(1999)  
Surgical Technicians (1998)  
Switchboard Operators (1995)  
Systems Analysts (1995)  
Systems Analysts – Electronic Data Processing  
(1999)

## T

Teachers – Kindergarten (1997, 2000)  
Teachers – Elementary School (1997, 2001)  
Teachers – Preschool (1997, 2000)  
Teachers – Secondary School (1997, 2001)  
Teachers – Special Education (1996, 2000)  
Tellers (1998)

# Alphabetical List of Surveyed Occupations, 1995-2001

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Traffic, Shipping and Receiving Clerks (1995, 1998)  
Truck Drivers – Heavy or Tractor Trailer  
(1996, 2000)  
Truck Drivers – Light, including Delivery and Route  
Workers (1996, 2000)  
Typists (1995)

## **U, V, W, X, Y and Z**

Vehicle Salespersons – Retail (1999)  
Vocational and Educational Counselors (1998)  
Waiters and Waitresses (1996)  
Welders and Cutters (1996, 2000)

# CCOIS Questionnaire



Please return completed questionnaire to:  
 Shasta County Private Industry Council / SMART - Warmington  
 1201 Placer St. Phone (530) 245-1570  
 Redding, CA 96001 Fax (530) 245-1596

## ALL RESPONSES ARE KEPT STRICTLY CONFIDENTIAL

Whom should we contact with any further questions?

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

<b>Occupation: 680140 AMUSEMENT AND RECREATION ATTENDANTS</b>		
Amusement and Recreation Attendants perform a variety of duties at amusement or recreation facilities. They schedule the use of recreation facilities and allocate equipment to participants of sporting events or recreational pursuits, collect fees for games played, set pins, prepare billiard tables, provide caddying and other services for golfers, and operate carnival rides and amusement concessions.		
Does your firm employ any individual performing the duties in the occupation described above? <input type="checkbox"/> Yes <input type="checkbox"/> No		
If yes, please complete this survey for the occupation described.		
If no, please return this questionnaire to the above address.		
If your firm has multiple locations, please confine your answers to locations in your county.		
1. What job title(s) does your firm use for these duties?	Job Title(s): _____	
2. a. How many employees does your firm currently have in this occupation?	Number of Employees: _____	
b. In this occupation, how many are:	Number of Males: _____	Number of Females: _____
c. In this occupation, how many current employees are there and on average how many weekly hours do they work?		
Regular, Full Time:	Number of Employees: _____	Average Weekly Hours Worked: _____
Regular, Part Time:	Number of Employees: _____	Average Weekly Hours Worked: _____
Temporary/On Call:	Number of Employees: _____	Average Weekly Hours Worked: _____
Seasonal:	Number of Employees: _____	Average Weekly Hours Worked: _____
3. In your firm, what shifts are available for this occupation? (check all that apply)	<input type="checkbox"/> Day <input type="checkbox"/> Swing <input type="checkbox"/> Graveyard <input type="checkbox"/> Other: Please specify _____	
4. Has your firm hired in this occupation within the last 12 months?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, how many were hired to fill:		
vacancies resulting from promotions within your firm? _____		
vacancies resulting from people in permanent positions leaving your firm? _____		
new permanent positions resulting from growth? _____		
temporary, on call, or seasonal positions? _____		
5. a. During the last 12 months, did your firm's employment in this occupation: (Check one)	<input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow	
b. Over the next 24 months, do you expect your firm's employment in this occupation to: (Check one)	<input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow	
6. When you hire applicants for this occupation, is prior experience in this occupation required?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred	
If yes or preferred, how much experience in this occupation is required/preferred?	_____ (months)	
Is experience in other occupations accepted?	<input type="checkbox"/> Yes <input type="checkbox"/> No Please specify below: Occupation: _____ (months)	
7. If prior experience is required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find fully qualified applicants. (Circle one)		
Not Difficult      1      2      3      4      Difficult		
8. If prior experience is <u>not</u> required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find qualified applicants. (Circle one)		
Not Difficult      1      2      3      4      Difficult		

# CCOIS Questionnaire

9. Does your firm accept training as a substitute for experience in this occupation? If yes, how many months of training can generally be substituted?		<input type="checkbox"/> Yes <input type="checkbox"/> No _____ (months)		
10. Is technical or vocational training required prior to employment in this occupation? If yes or preferred, what kind of training is required?		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred _____ (months)		
11. What is the minimum level of education your firm requires when hiring an applicant in this occupation? (Check one).				
<input type="checkbox"/> Less than high school diploma <input type="checkbox"/> High school diploma or equivalent <input type="checkbox"/> Associate Degree (2 year) <input type="checkbox"/> Bachelor Degree (4 year) <input type="checkbox"/> Graduate Study				
12. What is the usual income earned by your firm's employees in this occupation at the following levels of skills and experience?		For other compensation, please indicate the average overall earnings and types(s) of compensation.		
• New hires, no experience (trained or untrained): • New hires who are experienced: • Experienced employees after 3 years with your firm: (Please check one)	<u>Base Wage or Salary</u> \$ _____ \$ _____ \$ _____ <input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Year	<u>Other Compensation</u> \$ _____ \$ _____ \$ _____ <input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Year	<u>Type of Compensation</u> <input type="checkbox"/> Commission <input type="checkbox"/> Tips <input type="checkbox"/> Bonus <input type="checkbox"/> Piece Rate <input type="checkbox"/> Other Specify _____	
13. Are the wages for employees in this occupation subject to a collective bargaining or union agreement? If yes, what is the name of the union or local number?		<input type="checkbox"/> Yes <input type="checkbox"/> No _____		
14. Please check which benefits your firm offers full-time (FT) and part-time (PT) employees in this occupation and which best describes who pays for them:				
	<u>Employer Pays All</u> FT    PT	<u>Share Cost</u> FT    PT	<u>Employee Pays All</u> FT    PT	<u>Not Provided</u> FT    PT
Medical Insurance	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Dental Insurance	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Vision Insurance	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Life Insurance	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Sick Leave	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Vacation	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Retirement Plan	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Child Care	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Other (Please Specify):	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
15. a. Does your firm ever promote employees in this occupation to higher level positions?		<input type="checkbox"/> Yes <input type="checkbox"/> No		
If yes, what are the titles of the positions to which they may be promoted?		_____		
b. What skills are important for career advancement?		_____		
16. What computer software skills, if any, does your firm seek in applicants for this occupation? (Please check all that apply)				
Specify software names: <input type="checkbox"/> None				
<input type="checkbox"/> Word Processing <input type="checkbox"/> Spreadsheet <input type="checkbox"/> Database <input type="checkbox"/> Desktop Publishing <input type="checkbox"/> Other: _____				
17. What other new skills are needed to perform the duties of this occupation? _____				
18. When your firm hires employees for this occupation, which are the top three most successful recruitment methods?				
<input type="checkbox"/> In-house promotions or transfers <input type="checkbox"/> Newspaper ads <input type="checkbox"/> Internet <input type="checkbox"/> EDD <input type="checkbox"/> Walk-in applicants <input type="checkbox"/> Colleges/Universities <input type="checkbox"/> School/program referrals <input type="checkbox"/> Union hall referrals <input type="checkbox"/> Employee referrals <input type="checkbox"/> Private employment agencies <input type="checkbox"/> Trade journals <input type="checkbox"/> Other (Please specify): _____				
19. Are you aware of any new, changing, or emerging occupations in your industry? Please specify:		<input type="checkbox"/> Yes <input type="checkbox"/> No _____		
Would you like to receive a complimentary copy of the survey results for this occupation?		<input type="checkbox"/> Yes <input type="checkbox"/> No		

THANK YOU FOR YOUR COOPERATION !

# CCOIS Local Partners in California By County

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## **ALAMEDA**

Oakland Private Industry Council  
1212 Broadway, Suite 100  
Oakland, CA 94612  
Phone: (510) 768-4400  
Fax: (510): 451-4049  
Web site: [www.oaklandpic.org](http://www.oaklandpic.org)

## **ALPINE**

See (Golden Sierra Consortium)

## **AMADOR**

See (Mother Lode Consortium)

## **BUTTE**

Private Industry Council of Butte County  
2075 Baldwin Avenue  
Oroville, CA 95966  
Phone:  
FAX: (530) 532-7674  
Web site: [www.ncen.org/butte](http://www.ncen.org/butte)

## **CALAVERAS**

See (Mother Lode Consortium)

## **COLUSA**

See (North Central Counties Consortium)

## **CONTRA COSTA**

Workforce Investment Board of Contra  
Costa County  
2425 Bisso Lane, Suite 100  
Concord, CA 94520-4817  
Phone: (925) 646-5239  
FAX: (925) 646-5517  
Web site: [www.ehsd.org](http://www.ehsd.org)

## **DEL NORTE**

See (Northern Rural Training and  
Employment Consortium)

## **EL DORADO**

See (Golden Sierra Consortium)

## **FRESNO**

Fresno Area Workforce Investment Corp.  
2035 Tulare Street, Suite 203  
Fresno, CA 93721  
Phone: (559) 497-7877  
FAX: (559) 498-7654  
Web site: [www.jobsfresno.com](http://www.jobsfresno.com)

## **GLENN**

See (North Central Counties Consortium)

## **GOLDEN SIERRA CONSORTIUM**

Golden Sierra Job Training Agency  
117 New Mohawk Rd., Suite E  
Nevada City, CA 95959  
Phone: (530) 265-3201  
FAX: (530) 885-5579 – agency  
Web site: [www.goldensierra.com](http://www.goldensierra.com)

## **HUMBOLDT**

Humboldt County Employment Training  
Department  
930 Sixth Street  
Eureka, CA 95501  
Phone: (707) 441-4642  
FAX: (707) 445-6228

## **IMPERIAL**

Workforce Investment Board of Imperial  
County  
2995 South 4<sup>th</sup> Street, Suite 101  
El Centro, CA 92243  
Phone: (760) 353-5050  
FAX: (760) 482-2996  
Web site: [www.wibic.bizland.com](http://www.wibic.bizland.com)

## **INYO**

See (Kern County)

## **KERN**

(Kern/Inyo/Mono Consortium)  
Employers' Training Resource  
2001 28th Street  
Bakersfield, CA 93301  
Phone: (661) 336-6849  
FAX: (661) 336-6892  
Web site: [none](http://none)

## **KINGS**

Job Training Office  
Kings County Government Center  
Hanford, CA 93230  
Phone: (559) 585-3538  
FAX: (559) 585-7398  
Web site: [none](http://none)

## **LAKE**

See (North Central Counties Consortium)

## **LASSEN**

See (Northern Rural Training and  
Employment Consortium)

## **LOS ANGELES**

City of Long Beach Workforce  
Development Bureau  
200 Pine Avenue, Suite 400  
Long Beach, CA 90802  
Phone: (562) 570-3865  
FAX: (562) 570-3897  
Web site: [none](http://none)

## **MADERA**

Madera County Workforce Development  
Office  
209 East 7th Street  
Madera, CA 93638  
Phone: (559) 662-4500  
FAX: (559) 673-1794  
Web site: [www.maderacoe.k12.ca.us](http://www.maderacoe.k12.ca.us)

## **MARIN**

See (North Bay Employment Connection)

## **MARIPOSA**

See (Mother Lode Consortium)

## **MENDOCINO**

Mendocino County Private Industry  
Council  
630 Kings Court, Suite 204  
Ukiah, CA 95482  
Phone: (707) 468-1402  
FAX: (707) 468-0408  
Web site: [www.mpic.org](http://www.mpic.org)

## **MERCED**

Merced County Private Industry Training  
Department  
1880 West Wardrobe Avenue  
Merced, CA 95340  
Phone: (209) 385-7324, x2003  
FAX: (209) 725-3592  
Web site: [www.co.merced.ca.us/pitd](http://www.co.merced.ca.us/pitd)

## **MODOC**

See (Northern Rural Training and  
Employment Consortium)

## **MONO**

See (Kern/Inyo/Mono Consortium)

## **MONTEREY**

Monterey County Workforce Investment  
Board  
730 LaGuardia Street  
Salinas, CA 93902  
Phone: (831) 759-6644  
FAX: (831) 755-3246  
Web site: [www.co.monterey.ca.us](http://www.co.monterey.ca.us)

## **MONTEREY BAY (Monterey, San Benito, Santa Cruz)**

Monterey County Workforce Investment  
Board  
730 LaGuardia Street  
Salinas, CA 93902  
Phone: (831) 759-6644  
FAX: (831) 755-3246  
Web site: [www.co.monterey.ca.us](http://www.co.monterey.ca.us)

## **MOTHER LODE CONSORTIUM**

Mother Lode Job Training Agency  
19900 Cedar Road North  
Sonora, CA 95370  
Phone: (209) 533-3396  
FAX: (209) 533-1079  
Web site: [www.jobconnect.org](http://www.jobconnect.org)

## **NAPA**

See (North Bay Employment Connection)

## **NEVADA**

See (Golden Sierra Consortium)

## **NORTH BAY EMPLOYMENT CONNECTION (NBEC)**

North Bay Employment Connection  
1700 Second Street, Suite 378  
Napa, CA 94559  
Phone: (707) 259-8764  
FAX: (707) 259-8681  
Web site: [www.northbayemployment.org](http://www.northbayemployment.org)

# CCOIS Local Partners By County

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## **NORTH CENTRAL COUNTIES CONSORTIUM (NCCC)**

North Central Counties Consortium  
1215 Plumas Street, Suite 1800  
Yuba City, CA 95991  
Phone: (530) 822-7145  
FAX: (530) 822-7150  
Web site: [www.nccpic.org](http://www.nccpic.org)

## **NORTHERN RURAL TRAINING AND EMPLOYMENT CONSORTIUM (NoRTEC)**

Private Industry Council of Butte County  
2075 Baldwin Avenue  
Oroville, CA 95966  
Phone: (530) 538-7301  
FAX: (530) 532-7674  
Web site: [www.ncen.org/butte](http://www.ncen.org/butte)

## **ORANGE**

County of Orange Workforce Investment  
Board  
1300 South Grand, Bldg. B, Third Floor  
Santa Ana, CA 92705  
Phone: (714) 567-7370  
FAX: (714) 834-7132  
Web site: [www.oc.ca.gov](http://www.oc.ca.gov)

## **PLACER**

See (Golden Sierra Consortium)

## **PLUMAS**

See (Northern Rural Training and  
Employment Consortium)

## **RIVERSIDE**

Riverside Economic Development Agency  
1151 Spruce Street  
Riverside, CA 92507  
Phone: (909) 955-3100  
FAX: (909) 955-3131  
Web site: [www.rivcoeda.org](http://www.rivcoeda.org)

## **SACRAMENTO (Sacramento/Yolo Joint Project)**

Sacramento Employment And Training  
Agency  
1122 Del Paso Blvd.  
Sacramento, CA 95815  
Phone: (916) 263-3700  
FAX: (916) 263-5427  
Web site: [www.work-info.com](http://www.work-info.com)

## **SAN BENITO**

See (Monterey County)

## **SAN BERNARDINO**

County of San Bernardino  
Jobs and Employment Services  
1075 S. Mount Vernon Avenue  
Colton, CA 92324  
Phone: (909) 872-1506  
FAX: (909) 872-1578  
Web site: [www.jesd.com](http://www.jesd.com)

## **SAN DIEGO**

San Diego Workforce Partnership, Inc.  
1551 4th Avenue, Suite 600  
San Diego, CA 92101  
Phone: (619) 238-1445  
FAX: (619) 544-9691  
Web site: [www.workforce.org](http://www.workforce.org)

## **SAN FRANCISCO**

Private Industry Council of San Francisco  
1650 Mission Street, Suite 300  
San Francisco, CA 94103-2490  
Phone: (415) 431-8700  
FAX: (415) 431-8702  
Web site: [www.picsf.org](http://www.picsf.org)

## **SAN JOAQUIN**

S. Joaquin Employment and Economic  
Development Department  
850 North Hunter Street  
Stockton, CA 95202  
Phone: (209) 468-3500  
FAX: (209) 462-9336

## **SAN LUIS OBISPO**

San Luis Obispo Private Industry Council  
4111 Broad Street, Suite A  
San Luis Obispo, CA 93401  
Phone: (805) 788-2600  
FAX: (805) 541-4117  
Web site: [www.jobhunt.org](http://www.jobhunt.org)

## **SAN MATEO**

Sunnyvale NOVA Private Industry Council  
505 W. Olive Avenue, Suite 550  
Sunnyvale, CA 94086  
Phone: (408) 730-7232  
FAX: (408) 773-9054  
Web site: [www.novapic.org/](http://www.novapic.org/)

## **SANTA BARBARA**

Co. of Santa Barbara, Department of Social  
Services  
234 Camino del Remedio  
Santa Barbara, CA 93110  
Phone: (805) 681-4650  
FAX: (805) 681-4403  
Web site: [www.jobviewer.com](http://www.jobviewer.com)

## **SANTA CLARA**

Sunnyvale NOVA Private Industry Council  
505 W. Olive Avenue, Suite 550  
Sunnyvale, CA 95086  
Phone: (408) 730-7232  
FAX: (408) 773-9054  
Web site: [www.novapic.org/](http://www.novapic.org/)

## **SANTA CRUZ**

See (Monterey County)

## **SHASTA**

Shasta County Private Industry Council  
1220 Sacramento Street

Redding, CA 96001

Phone: (530) 246-7911

FAX: (530) 245-1596

Web site: [www.norcalink.com](http://www.norcalink.com)

## **SIERRA**

See (Golden Sierra Consortium)

## **SISKIYOU**

See (Northern Rural Training and  
Employment Consortium)

## **SOLANO**

See North Bay Employment Connection

## **SONOMA**

See North Bay Employment Connection

## **STANISLAUS**

Stanislaus County Dept of Education and  
Training  
P. O. Box 3389  
Modesto, CA 95353-3389  
Phone: (209) 558-2110  
FAX: (209) 558-2164  
Web site: [www.standet.org](http://www.standet.org)

## **SUTTER**

See (North Central Counties Consortium)

## **TEHAMA**

See (Northern Rural Training and  
Employment Consortium)

## **TRINITY**

See (Northern Rural Training and  
Employment Consortium)

## **TULARE**

Tulare County Workforce Investment Dept.  
4025 West Noble Avenue, Suite A  
Visalia, CA 93277  
Phone: (559) 713-5200  
FAX: (559) 713-5264  
Web site: [www.tcpic.org/](http://www.tcpic.org/)

## **TUOLUMNE**

See (Mother Lode Consortium)

## **VENTURA**

County of Ventura Workforce  
Development Division  
505 Poli Street  
Ventura, CA 93001  
Phone: (805) 652-7601  
FAX: (805) 652-7842  
Web site: [www.wdd.ventura.org/](http://www.wdd.ventura.org/)

## **YOLO**

See (Sacramento/Yolo Joint Project)

## **YUBA**

See (North Central Counties)

# At A Glance: Occupational Wage Table

The following table shows the three level wage ranges data as reported in the occupational summaries for 1999, 2000 and 2001. For median wage data and more complete information, please consult the specific occupation.

Occupational Title	Year	Non-Union/ Union / All	Entry –Level No experience	New to Firm Experienced	3 Years With Firm
Amusement/Recreation Attendants	1999	All:	\$5.75 - \$6.57	\$5.75 - \$8.00	\$5.75 - \$9.00
Assemblers/Fabricators except Machine	2000	All:	\$5.75 - \$7.28	\$6.00 - \$9.00	\$7.00 - \$12.00
Automotive Body and Related Repairers	1999	All:	\$5.75 - \$8.00	\$5.75 - \$12.50	\$8.00 - \$19.50
Automotive Mechanics	2000	All:	\$6.00 - \$8.75	\$6.50 - \$20.00	\$7.75 - \$20.00
Bakers - Bread and Pastry	2001	All:	\$6.25 - \$9.25	\$6.25 - \$9.50	\$7.50 - \$13.50
Bartenders	1999	All:	\$5.75 - \$6.00	\$5.75 - \$6.50	\$5.75 - \$7.00
Bill and Account Collectors	1999	All:	\$6.00 - \$9.59	\$7.00 - \$9.59	\$7.96 - \$12.50
Bookkeeping, Accounting and Auditing Clerks	2001	All:	\$6.25 - \$9.25	\$7.00 - \$13.69	\$8.00 - \$16.00
Bus Drivers – School	2000	Non-union:	\$ 8.91 - \$10.88	\$ 9.21 - \$11.37	\$ 9.21 - \$13.70
		Union:	\$ 9.73 - \$ 9.73	\$10.22 - \$10.89	\$10.69 - \$13.02
Cashiers	2000	All:	\$5.75 - \$8.25	\$5.75 - \$8.00	\$6.00 - \$9.00
Child Care Workers	1999	All:	\$5.75 - \$8.00	\$5.75 - \$8.20	\$6.13 - \$9.50
Computer Programmer	2001	Non-union:	\$6.75 - \$13.90	\$10.00 - \$16.78	\$12.00 - \$23.97
		Union:	\$15.09 - \$16.70	\$14.34 - \$17.54	\$16.63 - \$22.28
Construction Managers	2000	All:	Not Applicable	\$12.00 - \$31.64	\$17.50 - \$41.00
Cooks– Restaurant	2001	All:	\$6.25 - \$8.50	\$7.00 - \$8.00	\$8.00 - \$11.50
Dental Assistants	1999	All:	\$5.90 - \$8.00	\$6.50 - \$12.00	\$8.26 - \$13.82
Dental Hygienists	2001	All:	\$18.75 - \$32.50	\$18.75 - \$37.50	\$18.75 - \$43.75
Education Administrators	1999	All:	\$16.50 - \$29.12	\$17.50 - \$34.52	\$18.26 - \$38.36
Electricians	1999	Non-union:	\$7.00 - \$10.00	\$8.63 - \$15.50	\$10.00 - \$18.00
		Union:	\$17.18 - \$26.85	\$12.84 - \$26.85	\$13.48 - \$27.12
Financial Managers	1999	All:	\$10.00 - \$24.98	\$10.00 - \$24.98	\$14.00 - \$35.96
First Line Supervisors/Managers - Clerical	2000	All:	\$8.00 - \$21.67	\$6.50 - \$21.67	\$9.00 - \$24.16
Food Preparation Workers	2000	All:	\$5.75 - \$8.05	\$5.75 - \$8.68	\$6.00 - \$10.00
Food Service Managers	2001	All:	\$6.75 - \$11.51	\$6.25 - \$12.79	\$7.00 - \$15.00
General Managers and Top Executives	1999	All:	\$10.33 - \$31.84	\$7.67 - \$31.84	\$8.72 - \$39.79
General Office Clerks	2000	All:	\$6.00 - \$9.00	\$5.75 - \$10.64	\$7.00 - \$12.66
Guards and Watch Guards	2000	All:	\$5.75 - \$8.00	\$6.00 - \$11.73	\$6.00 - \$12.48
Hairdressers, Hairstylists and Cosmetologists	1999	All:	\$5.75 - \$6.50	\$5.75 - \$7.14	\$5.75 - \$11.10
Hand Packers and Packagers	2001	All:	\$6.25 - \$7.79	\$6.25 - \$10.25	\$6.25 - \$12.83
Heating, Air Conditioning, Refrigeration	1999	Non-union:	\$6.00 - \$8.00	\$7.00 - \$16.00	\$14.00 - \$20.65
		Union:	\$20.15 - \$20.15	\$12.84 - \$30.70	\$13.48 - \$34.72
Home Health Aides	1999	All:	\$5.75 - \$6.50	\$5.75 - \$8.00	\$6.00 - \$8.72
Hotel Desk Clerks	2000	All:	\$5.75 - \$7.25	\$5.75 - \$7.50	\$6.25 - \$8.50
Human Service Workers	2001	All:	\$6.25 - \$14.45	\$6.50 - \$15.83	\$8.00 - \$19.10
Instructional Aides	2001	Non-union:	\$6.25 - \$9.00	\$6.50 - \$10.00	\$7.00 - \$11.00
		Union:	\$7.20 - \$9.01	\$7.94 - \$10.00	\$7.94 - \$13.11

## At A Glance: Occupational Wage Table

Occupational Title	Year	Non-Union/ Union / All	Entry –Level No experience	New to Firm Experienced	3 Years With Firm
Laborers, Landscaping and Groundskeeping	2001	Non-union:	\$6.25 - \$8.00	\$7.00 - \$9.00	\$8.00 - \$10.42
		Union:	\$8.83 - \$8.83	\$11.00 - \$11.54	\$11.87 - \$15.00
Legal Secretaries	1999	Non-union:	\$5.75 - \$9.33	\$7.00 - \$13.15	\$9.00 - \$16.17
		Union:	\$9.78 - \$11.17	\$10.97 - \$12.32	\$12.29 - \$13.58
Licensed Vocational Nurses	2000	All:	\$9.58 - \$14.52	\$9.50 - \$14.52	\$10.00 - \$16.00
Maids and Housekeeping Cleaners	2000	All:	\$5.75 - \$7.42	\$5.75 - \$7.42	\$6.00 - \$8.50
Maintenance Repairers - General Utility	2001	Non-union:	\$6.25 - \$10.30	\$6.25 - \$10.70	\$7.00 - \$19.18
		Union:	Not Applicable	\$11.28 - \$19.18	\$11.28 - \$19.18
Medical Assistants	1999	All:	\$6.00 - \$10.00	\$7.00 - \$10.00	\$8.17 - \$13.00
Nurse Aides	2000	All:	\$6.00 - \$7.70	\$6.00 - \$8.00	\$7.00 - \$9.50
Order Fillers, Wholesale / Retail Sales	2000	All:	\$5.75 - \$9.00	\$5.75 - \$11.00	\$5.75 - \$14.00
Paralegal Personnel	2001	All:	\$7.00- \$9.52	\$8.00 - \$20.00	\$9.00 - \$25.00
Personnel, Labor Relations Managers	2001	All:	Not Applicable	\$10.36 - \$22.60	\$10.36 - \$35.96
Physical Therapists	2001	All:	\$20.00 - \$23.00	\$20.00 - \$49.00	\$23.32 - \$49.00
Receptionists and Info Clerks	1999	All:	\$6.00 - \$8.22	\$7.00 - \$9.33	\$7.90 - \$10.57
Registered Nurses	2001	Non-Union:	\$17.00 - \$17.75	\$14.35 - \$24.50	\$16.13 - \$27.34
		Union:	\$18.34 - \$18.34	\$18.07 - \$21.00	\$21.09 - \$23.72
Residential Counselors	2001	All:	\$6.25 - \$7.65	\$6.25 - \$10.07	\$6.25 - \$12.00
Salespersons – Retail (except Vehicle Sales)	2001	All:	\$6.25 - \$8.00	\$6.25 - \$10.00	\$7.20 - \$12.00
Secretaries, except Legal / Medical	2001	All:	\$6.25 - \$11.37	\$6.25 - \$11.91	\$8.25 - \$15.00
Social Workers, Medical and Psychiatric	2000	All:	\$5.75 - \$15.00	\$5.75 - \$24.00	\$7.50 - \$27.00
Stock Clerks – Stockroom, Warehouse	1999	All:	\$5.75 - \$10.00	\$6.00 - \$12.00	\$6.50 - \$14.50
Systems Analysts – Electronic Data Processing	1999	Non-union:	\$8.96 - \$19.16	\$11.20 - \$21.86	\$11.67 - \$24.74
		Union:	\$9.95 - \$16.11	\$10.97 - \$16.96	\$12.09 - \$21.29
Teachers, Elementary	2001	Non-union:	\$7.19 - \$10.07	\$6.58 - \$18.63	\$7.19 - \$11.99
		Union:	\$16.30 - \$20.39	\$16.30 - \$18.63	\$16.30 - \$23.84
Teachers, Kindergarten	2000	Non-union:	\$6.71 - \$20.14	\$6.71 - \$25.00	\$7.19 - \$30.00
		Union:	\$13.52 - \$17.53	\$13.52 - \$17.54	\$14.00 - \$24.93
Teachers, Preschool	2000	All:	\$ 5.75 - \$ 6.00	\$ 6.00 - \$10.12	\$ 6.25 - \$13.61
Teachers, Secondary	2001	Non-Union:	\$7.25 – 9.86	\$8.00 - \$20.82	\$8.63 - \$20.82
		Union:	\$15.96 - \$18.63	\$17.62 - \$22.00	\$18.66 - \$ 28.15
Teachers, Special Education	2000	Union:	\$12.44 - \$21.55	\$11.00 - \$21.55	\$14.00 - \$24.93
Truck Drivers, Heavy or Tractor Trailer	2000	All:	\$6.90 - \$11.50	\$7.48 - \$17.74	\$9.21 - \$20.13
Truck Drivers, Light	2000	All:	\$5.75 - \$6.50	\$6.00 - \$8.00	\$6.00 - \$8.50
Vehicle Salesperson – Retail		All:	\$5.75 - \$11.99	\$5.75 - \$20.14	\$5.75 - \$25.89
Welders and Cutters		Non-union:	Not Applicable	\$7.67 - \$12.00	\$11.51 - \$14.50
		Union:	Not Applicable	\$16.00 - \$28.43	\$18.00 - \$28.43



## At A Glance: Projections of Occupational Growth

Occupational Title	Survey Year	Annual Averages 1999	2006	Absolute Change	Percent Change	Openings Due To Separations
Amusement and Recreation Attendants	1999	360	590	230	63.9	70
Assemblers/Fabricators except Machine	2000	200	360	160	80	30
Automotive Body and Related Repairers	1999	110	120	10	9.1	20
Automotive Mechanics	2000	480	540	60	12.5	90
Bakers- Bread and Pastry	2001	130	140	10	7.7	30
Bartenders	1999	150	150	0	0	50
Bill and Account Collectors	1999	80	100	20	25	20
Bookkeeping, Accounting/Auditing Clerks	2001	1,210	1,240	30	2.5	160
Bus Drivers – School	2000	260	300	40	15.4	30
Cashiers	2000	1,700	1,950	250	14.7	580
Child Care Workers	1999	420	500	80	19	30
Computer Programmers	2001	110	140	30	27.3	30
Construction Managers	2000	170	200	30	17.6	20
Cooks- Restaurant	2001	350	380	30	8.6	70
Dental Assistants	1999	260	280	20	7.7	30
Dental Hygienists	2001	80	90	10	12.5	10
Education Administrators	1999	210	220	10	4.8	40
Electricians	1999	330	370	40	12.1	50
Financial Managers	1999	290	320	30	10.3	30
First Line Supervisors and Managers/ Clerical	2000	790	870	80	10.1	130
Food Preparation Workers	2000	660	710	50	7.6	270
Food Service Manager	2001	130	150	20	15.4	20
General Managers and Top Executives	1999	1,440	1,610	170	11.8	180
General Office Clerks	2000	1,200	1,390	190	15.8	250
Guards and Watch Guards	2000	330	390	60	18.2	60
Hairdressers, Hairstylists and Cosmetologists	1999	120	130	10	8.3	20
Hand Packers and Packagers	2001	200	230	30	15	40
Heating, Air Conditioning and Refrigeration Mechanics	1999	90	100	10	11.1	10
Home Health Care Workers	1999	110	120	10	9.1	10
Hotel Desk Clerks	2000	80	90	10	12.5	30
Human Services Worker	2001	160	240	80	50	40
Instructional Aides	2001	700	750	50	7.1	60
Laborers, Landscapers/Groundskeepers	2001	580	630	70	12.5	130
Legal Secretaries	1999	130	130	0	0	20

## At A Glance: Projections of Occupational Growth

Occupational Title	Survey Year	Annual Averages 1999	2006	Absolute Change	Percent Change	Openings Due To Separations
Licensed Vocational Nurses	2000	280	280	0	0	40
Maids and Housekeeping, Cleaners	2000	580	650	70	12.1	80
Maintenance Repairers -General	2001	690	730	40	5.8	110
Medical Assistants	1999	210	240	30	14.3	40
Nurse Aides	2000	730	800	70	9.6	70
Order Fillers, Wholesale and Retail Sales	1999	80	90	10	12.5	10
Paralegal Personnel	2001	80	110	30	37.5	10
Personnel, Training, Labor Relations Managers	2001	70	80	10	14.3	10
Physical Therapist	2001	120	130	10	8.3	10
Receptionists and Information Clerks	1999	750	820	70	9.3	110
Registered Nurses	2001	1,190	1,280	90	7.6	140
Residential Counselors	2001	180	210	30	16.7	30
Salespersons -Retail	2001	1,790	2,130	340	19	470
Secretaries, except Legal / Medical	2001	1,140	1,180	40	3.5	130
Social Workers, Medical and Psychiatric	2000	80	90	10	12.5	10
Stock Clerks – Stockroom, Warehouse	1999	310	350	40	12.9	40
Systems Analysts – Electronic Data Processing	1999	70	100	30	42.9	0
Teachers, Elementary	2001	1,040	1,110	70	6.7	170
Teachers, Kindergarten	2000	110	130	20	18.2	20
Teachers, Preschool	2000	180	220	40	22.2	30
Teachers, Secondary	2001	520	640	120	23.1	130
Teachers, Special Education	2000	210	270	60	28.6	10
Truck Drivers, Heavy or Tractor Trailer	2000	1,290	1,440	150	11.6	140
Truck Drivers, Light	2000	870	980	110	12.6	90
Vehicle Salespersons - Retail	1999	N/A	N/A	N/A	N/A	N/A
Welders and Cutters	2000	130	170	40	30.8	30

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## **California Cooperative Occupational Information System**

This report provides **quick** and **easy access** to up-to-date, **local** occupation and training information.

- **Quickly** find out the latest information on wages/benefits, demand and supply for jobs reported in the Occupational Outlook 2002.
- Alphabetically listed information about training providers including courses offered, financial aid, and if programs are approved for veterans.
- Organized alphabetically by occupation, this handy reference guide helps students, guidance counselors, employers and instruction providers to quickly and easily find occupational information.

## **Shasta County Occupational Outlook 2002 and Training Directory**

For Shasta County labor market information  
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For California labor market information see  
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